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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL

Lori A. Shibinette
Commissioner

Heather M. Moquin
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

November 5, 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, New Hampshire Hospital, to enter into a **Sole Source** amendment to an existing contract with Netsmart Technologies, Inc. (Vendor #163804); Overland Park, KS for the continued provision of hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution, by increasing the price limitation by \$583,056.11 from \$4,903,237.19 to \$5,486,293.30 and by extending the completion date from November 30, 2021 to August 31, 2022, effective December 1, 2021 or upon Governor and Council approval, whichever is later. 100% Other Funds (Agency Fees and Intra-Agency Transfers.)

The original contract was approved by Governor and Council on November 4, 2015, (Item #9), subsequently amended on December 21, 2016, (Item #24), on June 21, 2017, (Item #39), on June 20, 2018, (Item #36A), on June 05, 2019, (Item #22), on October 23, 2019 (Item #14), and most recently amended by the Governor on June 3, 2020, and presented to the Executive Council on June 24, 2020 (Informational Item #N).

Funds are available in the following accounts for State Fiscal Years 2022 and 2023, 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.

05-95-94-940030-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2016	034/500099	Major Systems IT	420,415.00	0.00	420,415.00
		<u>Sub Total</u>	420,415.00	0.00	420,415.00

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT FOR DHHS 100% Other Agency Funds (DHHS Class 027 - 56% General Funds and 44% Federal Funds)

Activity Code #03950208

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology Software -	183,039.00	0.00	183,039.00
2018	038/509038	Technology Software -	1,202,124.00	0.00	1,202,124.00
2019	038/509038	Technology Software -	402,985.00	0.00	402,985.00
2020	038/509038	Technology Software -	583,567.00	0.00	583,567.00
2021	038/509038	Technology Software -	612,726.00	0.00	612,726.00
2022	038/509038	Technology Software -	332,638.00	437,946.60	770,584.60
2023	038/509039	Technology Software -		125,127.60	125,127.60
		Sub Total	3,317,079.00	563,074.20	3,880,153.20

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT FOR DHHS 100% Other Agency Funds (DHHS Class 027 - 56% General Funds and 44% Federal Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2021	046/500466	IT Consulting Services	147,861.00	0.00	147,861.00

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases, Other than State	69,427.00	0.00	69,427.00
2018	022/500257	Rents, Leases, Other than State	156,148.00	0.00	156,148.00

2019	022/500257	Rents, Leases, Other than State	169,242.00	0.00	169,242.00
2020	022/500257	Rents, Leases, Other than State	206,749.00		206,749.00
2021	022/500257	Rents, Leases, Other than State	279,991.00		279,991.00
2022	022/500257	Rents, Leases, Other than State	116,663.19	15,541.49	132,204.68
2023	022/500258	Rents, Leases, Other than State		4,440.42	4,440.42
		Sub Total	998,220.19	19,981.91	1,018,202.10

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2022	102/500731	Contracts for Prog Svc	19,662.00		19,662.00
		Sub Total	19,662.00		19,662.00
		TOTAL	4,903,237.19	583,056.11	5,486,293.30

EXPLANATION

This request is **Sole Source** because the Department is seeking to extend the contract beyond the completion date and there are no renewal options available, and Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with their proprietary products. Additionally, the process for changing New Hampshire Hospital's electronic medical record would be expensive, time consuming, and highly disruptive. The Department has had a contract with the Vendor for the Electronic Health Records System and components related to the application since 2015. This system is the primary medical record for patients at New Hampshire Hospital, and it meets a requirement of the Center for Medicaid Services.

The purpose of this request is for the continued provision of licensing agreements for hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution. This amendment is to allow additional time for the implementation of a new pharmacy dispensing equipment solution at New Hampshire Hospital. Over time, the Department has adopted various Netsmart solutions and made key upgrades to align with mandatory regulatory requirements. The Department has utilized Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and

fulfillment, pharmacy management, document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by the Department are packaged (not custom) software solutions configured to meet New Hampshire Hospital and Joint Commission requirements. A fully integrated solution supports continued Joint Commission accreditation and increases the quality of patient care and coordination.

Should the Governor and Council not authorize this request, New Hampshire Hospital will not have the licenses required to utilize the Electronic Health Records, Practice Management, Pharmacy, Medication Administration and Billing modules and software, and all associated equipment and services would be rendered nonfunctional.

Area served: New Hampshire Hospital.

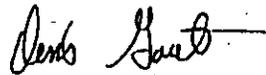
Source of Federal Funds: 100% Other Funds (Agency Fees and Intra-Agency Transfers.)

Respectfully submitted,

Lori A. Weaver Lori weaver

Lori A. Shibinette

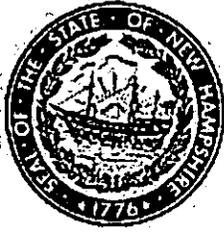
Commissioner



Denis Goulet

Commissioner

Department of Information Technology



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/doi

Denis Goulet
Commissioner

November 8, 2021

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend a sole source agreement with Netsmart Technologies, Inc. of Overland Park, KS as described below and referenced as DoIT No. 2016-032G.

The purpose of this request is for the continued provision of licensing agreements for hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution.

This amendment will increase the price limitation by \$583,056.11, from \$4,903,237.19 to \$5,486,293.30, and extend the completion date from November 30, 2021 to August 31, 2022 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,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/ik
DoIT #2016-032G
cc: Michael Williams, IT Manager, DoIT

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
New Hampshire Hospital – Software & Services Contract
SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
CONTRACT AMENDMENT #7

This Amendment to the New Hampshire Hospital – Software & Services Contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Netsmart Technologies, Inc., ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on November 4, 2015, (Item #9), (hereinafter referred to as "Contract"), as amended on December 21, 2016, (Item #24), as amended on June 21, 2017 (Item #39), as amended on June 20, 2018 (Item #36A), as amended on June 5, 2019 (Item #22), as amended on October 23, 2019 (Item #14) and as amended on June 3, 2020 with Governor approval and presented to the Executive Council on June 24, 2020 (Item #N), 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 Form P-37, General Provisions, Paragraph 18, 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. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
August 31, 2022.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$5,486,293.30
3. Modify Part 3 Exhibit B, Price and Payment Schedule, Section 1 Deliverable Payment Schedule, Subsection 1.1 Not To Exceed, to read:

1. DELIVERABLE PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) Contract totaling \$5,486,293.30 for the period from the date of Governor and Council Approval through August 31, 2022. Netsmart shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Netsmart to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below. Payment will be made upon completion and acceptance by the State of these deliverables.

4. Delete and replace Part 3, Exhibit B Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Contract Grand Total, with:

CONTRACT GRAND TOTAL:	Segment 1:	\$1,133,385.44
	Segment 2:	\$464,384.91
	Segment 3:	\$132,375.95
	Segment 4 :	\$1,343,341.92
	Segment 5 :	\$47,730.00
	Segment 6 :	\$207,284.00
	Change Orders (Original Contract):	\$10,000.00
	Change Orders (Amendment 1):	\$20,000.00

Initial all pages
Vendor Initials

MS

Date 11/4/2021

**STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 New Hampshire Hospital – Software & Services Contract
 SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
 CONTRACT AMENDMENT #7**

Change Orders (Amendment 2):	\$148,200.00
Change Orders (Amendment 3):	\$100,000.00
Change Orders (Amendment 4):	\$76,380.15
Change Orders (Amendment 5):	\$628,195
Change Orders (Amendment 6)	\$162,760
Retroactive Maintenance & Support (7/16 – 11/16)	\$121,864.69
Hosting Services:	\$640,348.80
Removal of Annual Intersystems Cache support fees for the period 01/01/2019 – 11/30/2021*	(\$333,013.67)
Amendment to Extend to 8/31/2022	\$583,056.11
Contract Total:	\$5,486,293.30

5. Add Part 3 Exhibit B, Section 14 Consolidated Extended Maintenance and Support Table, Table 2, Amendment #7 Price and Payment Schedule, to read:

**Part 3 Exhibit B, Section 14, Consolidated Extended Maintenance and Support Table, Table 2,
 Amendment #7 Price and Payment Schedule**

Purchased on Amendment 7 for period 12/2021-8/2022

Line #	Item	SFY 2022	SFY 2023	Total
Maintenance				
1	Avatar CWS Maint. Avatar Clinical Workstation Maintenance	\$9,501.89	\$2,714.82	\$12,216.71
2	Avatar eMAR Maint	\$4,788.05	\$1,368.01	\$6,156.06
3	Avatar PM Maint. Avatar Practice Management (PM), Client Funds Management System(CFMS), Order Enter (OE) Maintenance (12/1/2021 - 8/31/2022)	\$52,255.65	\$14,930.18	\$67,185.83
4	Avatar RADplus Named User Maint.	\$64,171.06	\$18,334.59	\$82,505.65
5	Avatar Web Service Suite Maint	\$2,572.50	\$735.00	\$3,307.50
6	Rx-RxConnect Browser Maintenance Fee 501+ Beds! RxConnect Browser, RxConnect ADM Browser Interface, Crystal Reports Developer Version (12/1/2021 - 8/31/2022)	\$5,099.41	\$1,456.97	\$6,556.38

Initial all pages Vendor Initials DS JM Date 11/4/2021

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
New Hampshire Hospital – Software & Services Contract
SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
CONTRACT AMENDMENT #7

Subscriptions				
7	CareConnect CarEquality Connector 501 - 1,000 Users ¹	\$-	\$-	\$-
8	CareConnect HIE Connector (CCD Transactions) 501 - 1,000 Users	\$1,837.50	\$525.00	\$2,362.50
9	CareConnect Inbox Named User	\$27,551.48	\$7,871.85	\$35,423.33
10	CareConnect Lab Orders (Outbound) 501 - 1,000 Users	\$1,837.50	\$525.00	\$2,362.50
11	CareConnect Lab Results (Inbound) 501 - 1,000 Users	\$1,837.50	\$525.00	\$2,362.50
12	OrderConnect - EPCS Subscription ¹	\$5,389.02	\$1,539.72	\$6,928.74
13	OrderConnect - FULL SUITE - Prescriber Subscription ¹	\$25,225.20	\$7,207.20	\$32,432.40
14	OrderConnect - Non-Prescribing User Subscription ¹	\$10,128.30	2,893.80	\$13,022.10
15	OrderConnect Base Fee ¹	\$918.75	\$262.50	\$1,181.25
Third Party Subscription				
16	Diagnosis Content on Demand Add-On	\$1,278.21	\$365.20	\$1,643.41
17	Diagnosis Content on Demand Subscription - Not Utilizing DSM ¹	\$3,680.70	\$1,051.63	\$4,732.33
18	RxScan NDC Translator Annual Subscription	\$16,198.79	\$4,628.23	\$20,827.02
19	Ultimedex Prescriber User Subscription ¹	\$220.50	\$63.00	\$283.50
20	Ultimedex Suite Subscription ¹	\$3,030.27	\$865.79	\$3,896.06
21	Wiley Subscription	\$2,331.10	\$666.03	\$2,997.13
Third Party Software Maintenance Products				
22	Document Capture Maintenance for Batch Scanning Powered by Preceptive ¹ POS and Batch Scanning	\$2,280.02	\$651.43	\$2,931.45
Third Party Hardware Maintenance Products				
23	MedStation 4000 Console Maintenance	\$4,344.13	\$1,241.18	\$5,585.31
24	MedStation 4000 Main, 6 DR, T2 Maintenance	\$6,896.09	\$1,970.31	\$8,866.40

Initial all pages
Vendor Initials

JM

Date 11/4/2021

Page 3 of 6

Amendment template revision 11/28/18

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
New Hampshire Hospital – Software & Services Contract
SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
CONTRACT AMENDMENT #7

25	Other 3rdParty Generic Hardware Maintenance	\$2,021.25	\$577.50	\$2,598.75
Hosting				
26	Plexus Cloud Hosting - Avatar - Disaster Recovery - Concurrent User	\$158,980.50	\$45,423.00	\$204,403.50
	Avatar Hosting - Disaster Recovery			
27	Plexus Cloud Hosting - Avatar Scriptlink	\$5,145.00	\$1,470.00	\$6,615.00
28	Plexus Cloud Hosting - Perceptive - Disaster Recovery - Concurrent User	\$18,918.60	\$5,405.32	\$24,323.92
29	Plexus Cloud Hosting - RxConnect - High Availability - Concurrent User ¹	\$15,049.13	\$4,299.75	\$19,348.88
TOTALS		\$453,488.09	\$129,568.02	\$583,056.11
(1) - Those products notated with a (1) are subject to third party pass through terms available at: https://www.ntst.com/lp/pass-through-terms .				

Initial all pages
 Vendor Initials JM Date 11/4/2021

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
New Hampshire Hospital – Software & Services Contract
SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
CONTRACT AMENDMENT #7

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.

DocuSigned by:
Joseph McGuern
102A20BE052B4C9...

Date: 11/4/2021

Netsmart Technologies, Inc.

State of New Hampshire

DocuSigned by:
Heather M. Moquin
46AF9C9C73B94D2...

Date: 11/4/2021

State of New Hampshire
Department of Health and Human Services

Initial all pages
Vendor Initials DS JM Date 11/4/2021

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
New Hampshire Hospital – Software & Services Contract
SS-2016-NHH-32-NETSM-A07 DoIT #2016-032G
CONTRACT AMENDMENT #7

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

Approved by the Attorney General

DocuSigned by:
J. Christopher Marshall
State of New Hampshire, Department of Justice

Date: 11/5/2021

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: _____

Initial all pages
Vendor Initials DS JM Date 11/4/2021

State of New Hampshire

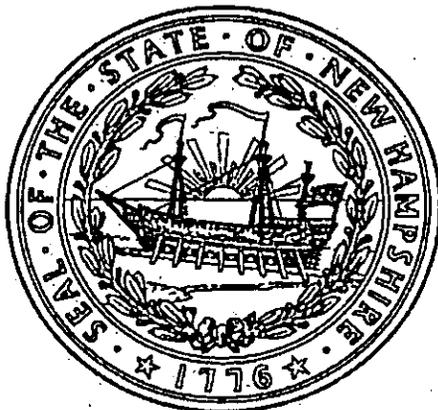
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that NETSMART TECHNOLOGIES, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on December 02, 2009. 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: 622873

Certificate Number: 0005458670



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 October A.D. 2021.

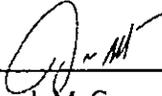
A handwritten signature in cursive script, appearing to read "Wm Gardner".

William M. Gardner
Secretary of State

CERTIFICATE OF AUTHORITY
(Corporation under Seal)

I, **Jennifer Utting**, do hereby represent and certify that:

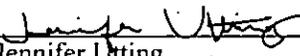
- (1) I am the Corporate Secretary of Netsmart Technologies, Inc. a Delaware corporation (the "Corporation").
- (2) I maintain and have custody of the minutes of proceedings of the Board of Directors of the Corporation.
- (3) I am duly authorized to issue certificates with respect to the contents of such records.
- (4) Joseph McGovern is an Executive Vice President of the Corporation
- (5) By resolution adopted on July 22, 2010, the Board of Directors of this Corporation authorized Mr. McGovern, as Executive Vice President of this Corporation, to execute contracts in the name of the Corporation.
- (6) The signature of Joseph McGovern that appears below is genuine.



Joseph McGovern Signature

- (7) The resolution respecting Mr. McGovern's authority remains in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary of the Corporation and have affixed its corporate seal this 21st day of October, 2021.



Jennifer Utting
Secretary
Netsmart Technologies, Inc.

(SEAL)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/11/2021

11/10/2020

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 Lockton Companies 444 W. 47th Street, Suite 900 Kansas City MO 64112-1906 (816) 960-9000	CONTACT NAME: PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____														
INSURED 1358708 NETSMART, INC NETSMART TECHNOLOGIES, INC. 4950 COLLEGE BOULEVARD OVERLAND PARK KS 66211	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Great Northern Insurance Company</td> <td>20303</td> </tr> <tr> <td>INSURER B: Chubb Indemnity Insurance Company</td> <td>12777</td> </tr> <tr> <td>INSURER C: Federal Insurance Company</td> <td>20281</td> </tr> <tr> <td>INSURER D: Columbia Casualty Company</td> <td>31127</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Great Northern Insurance Company	20303	INSURER B: Chubb Indemnity Insurance Company	12777	INSURER C: Federal Insurance Company	20281	INSURER D: Columbia Casualty Company	31127	INSURER E:		INSURER F:	
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INSURER E:															
INSURER F:															

COVERAGES **CERTIFICATE NUMBER: 12281797** **REVISION NUMBER: XXXXXXXX**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> ADD. INDS-VENDORS GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	N	N	36057105	11/11/2020	11/11/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 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 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	73612093	11/11/2020	11/11/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> -OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	N	N	78181817	11/11/2020	11/11/2021	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	71776677	11/11/2020	11/11/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	TECHNOLOGY ERRORS AND OMISSIONS	N	N	652167950	11/11/2020	11/11/2021	\$10,000,000 AGGREGATE; ADD'L TERMS AND CONDITIONS APPLY

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

CERTIFICATE HOLDER 12281797 STATE OF NEW HAMPSHIRE DEPT. OF HEALTH AND HUMAN SERVICES ATTN: OFFICE OF THE COMMISSIONER 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
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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL

Lori A. Shibleette
Commissioner

Heather M. Moquin
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-1964
www.dhhs.nh.gov

June 4, 2020

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

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Order 2020-05, 2020-08, and 2020-09, Governor Sununu has authorized the Department of Health and Human Services, New Hampshire Hospital, to enter into a **Retroactive, Sole Source** amendment to an existing contract with Netsmart Technologies, Inc. (Vendor #163804), Overland Park, KS, for the purchase of two additional Pyxis medication dispensing machines, by increasing the price limitation by \$162,760 from \$4,740,477 to \$4,903,237 with no change to the contract completion date of November 30, 2021, effective retroactive to April 1, 2020. 34% General Funds. 66% Other Funds (Agency Fees and Intra-Agency Transfers).

The original contract was approved by Governor and Council on November 4, 2015, (Item #9) and subsequently amended with Governor and Council approval on December 21, 2016, (Item #24), on June 21, 2017, (Item #39), on June 20, 2018, (Item #36A), on June 05, 2019, (Item #22), and on October 23, 2019 (Item #14).

Funds are available in the following accounts for State Fiscal Years 2020 and 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.

See attached fiscal details.

EXPLANATION

This item is **Retroactive** because the Department needed to obtain two (2) additional Pyxis medication dispensing machines to be able to rapidly respond to a potential COVID-19 Pandemic bed surge. The additional two (2) Pyxis medication dispensing machines have allowed the Department to operationalize Units F and T at New Hampshire Hospital. The machines will allow for additional beds to be added to the gym in the hospital, T unit and E unit, if a future surge necessitates such actions. This item is **Sole Source** because of the proprietary nature of the contract. Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with Netsmart products.

The Pyxis system is an automated dispensing machine that integrates with the current Electronic Health Records System. New Hampshire Hospital currently utilizes the following Netsmart Avatar Products: Practice Management (Scheduling and Billing); Client Fund

Management (Patient Banking); Clinical Work Stations; Document Imaging Services; and RxConnect (Medication Management Software).

The Pyxis machines are successfully deployed on all other units at New Hampshire Hospital, which has resulted in the ability to centralize all medication records with the clinical history of the patient. Use of the Pyxis machines also increases the security of medications on the units, which mitigates the possibility of drug diversion.

Area served: Statewide

Source of Funds: 34% General Funds, 66% Other Funds (Agency Fees and Intra-Agency Transfers).

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

Respectfully submitted,


for Lori A. Shibinette
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/doi

Denis Goulet
Commissioner

May 20, 2020

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

Dear Commissioner Shabinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend a sole source agreement with Netsmart Technologies, Inc. of Overland Park, KS as described below and referenced as DoIT No. 2016-032F.

This is a retroactive request because DHHS needed to obtain necessary medical equipment in order to rapidly respond to a potential COVID-19 Pandemic bed surge. The amendment adds two (2) I Pyxis medication dispensing machines in order to operationalize the Units F and T at New Hampshire Hospital. Due to the COVID-19 pandemic, additional beds could potentially be added to the hospital in the gym, T unit and E unit.

This amendment will increase the price limitation by \$162,760 from \$4,740,477 to \$4,903,237 with no change to the contract completion date of November 30, 2021, effective retroactive to April 1, 2020.

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 #2016-032F
cc: Michael Williams, IT Manager, DoIT



State of New Hampshire
 Department of Health and Human Services
 Amendment #6 to the New Hampshire Hospital –
 Software & Services Contract

This 6th Amendment to the New Hampshire Hospital – Software & Services contract (hereinafter referred to as "Amendment #6") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Netsmart Technologies, Inc., (hereinafter referred to as "the Contractor"), a corporation with a place of business at 4950 College Boulevard, Overland Park, Kansas, 66212.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on November 4, 2015, (Item #9), (hereinafter referred to as "Contract"), as amended on December 21, 2016, (Item #24), as amended on June 21, 2017 (Item #39), as amended on June 20, 2018 (Item #36A), June 5, 2019 (Item #22), and October 23, 2019 (Item #14) 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 Form P-37, General Provisions, Paragraph 18, 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 1.8, Price Limitation, to read:
 \$4,903,237.
2. Delete and replace Section 2, Consolidated Extended Maintenance and Support Table, referenced in Amendment #5, with the following:

2. Consolidated Extended Maintenance and Support Table

Herein is a consolidated view of all recurring fees associated with Contract #2016-032, Amendment #1, Amendment #2, Amendment #3, Amendment #4, Amendment #5, and Amendment #6. The purpose of this fee schedule is to make invoicing and contract management administratively manageable for all parties. This table does not include any one-time fees or change orders outlined in said agreements. The extended maintenance and support table outlines fees for the period of July 1, 2017 – November 30, 2021 to be billed annually in advance of New Hampshire Hospital's fiscal year defined. These are not newly introduced costs and do not change the total contract value.

Netsmart Cloud Hosting annual fees were added for two years during the state fiscal years 07/2018-06/2019 and 07/2019-06/2020 respectively.

3. Delete and replace Table 1 - Change Order Funds to Contract #2016-032, Part 3, Exhibit B, Section 9 (originally Section 7 prior to Amendment #4), Change Orders with the following:

	Deliverable	Projected Delivery Date	Amount
1	Change Orders (RxConnect or Document Imaging)	As needed	\$10,000
2	Change Orders (Pyxis Implementation – Amendment #1)	As needed	\$20,000
3	Change Orders (optional system configuration and report writing services resulting from site review – Amendment #2)	As needed	\$148,200

New Hampshire Department of Health and Human Services
New Hampshire Hospital – Software & Services



4 Change Orders (optional system configuration and report writing services resulting from migration to hosted services – Amendment #3)	As needed	\$100,000
5 Change Orders (Pyxis Implementation – Amendment #4)	As needed	\$76,380.15
6 Change Orders (License Renewal – Amendment #5)	As needed	\$628,195
7 Change Orders (Pyxis Implementation – Amendment #6)	As needed	\$162,760
TOTAL		\$1,145,535.15

*Deliverable 3: A maximum of 780 hours can be consumed for System Configuration and Report Writing Services – Amendment 2).

4. Add Line 27 and Totals line for Amendment #6 to Section 14, Consolidated Extended Maintenance and Support Table, Table 1, to read:

Table 1

Purchased on Contract #2016-032 Amendment #6						
27	Carefusion Pyxis 4000 Automated Dispensing Machines – Amendment #4	\$0.00	\$0.00	\$24,414	\$97,656	\$40,690
Totals		\$525,317.82	\$785,432.56	\$776,803.53	\$880,751.59	\$380,209.33

5. Delete and replace Part 3, Exhibit B Price and Payment Schedule, Section 1, Deliverable Payment Schedule, Contract Grand Total, with:

CONTRACT GRAND TOTAL:	Segment 1:	\$1,133,385.44
	Segment 2:	\$464,384.81
	Segment 3:	\$132,375.95
	Segment 4:	\$1,343,341.92
	Segment 5:	\$47,730.00
	Segment 6:	\$207,284.00
	Change Orders (Original Contract):	\$10,000.00
	Change Orders (Amendment 1):	\$20,000.00
	Change Orders (Amendment 2):	\$148,200.00
	Change Orders (Amendment 3):	\$100,000.00
	Change Orders (Amendment 4):	\$76,380.15
	Change Orders (Amendment 5):	\$628,195
	Change Orders (Amendment 6)	\$162,760
	Retroactive Maintenance & Support (7/16 – 11/16)	\$121,864.69

**New Hampshire Department of Health and Human Services
New Hampshire Hospital – Software & Services**



	Hosting Services:	\$640,348.80
	Removal of Annual Intersystems Cache support fees for the period 01/01/2019 – 11/30/2021*	(\$333,013.67)
	Contract Total:	\$4,903,237

6. Delete Amendment #5, Schedule A, Paragraph 1, and replace with Amendment #6, Schedule A, Paragraph 1, to read:

Paragraph 1:

The terms of this Schedule A apply to the CareFusion Solutions, LLC ("CareFusion") will be providing services in relation to the CareFusion Products as a subcontractor of Netsmart pursuant to a separate agreement between Netsmart and CareFusion and that Netsmart shall remain wholly responsible for the performance of the entire agreement in accordance with Section 15.2 (Assignment, Delegation, and Subcontracts) of Part 2 of the Agreement. Any capitalized terms below will have the same meaning as set forth under the "Terms and Definitions" section of the Agreement unless such term is provided a different meaning, below.

Parties are amending this contract for the purchase and installation of two (2) additional Pyxis machines which shall be integrated into the network by the Contractor.

New Hampshire Department of Health and Human Services
New Hampshire Hospital - Software & Services



All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #6 remain in full force and effect. This amendment shall be effective retroactively to April 1, 2020 upon the Governor's approval issued under the Executive Order 2020-04.

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

5/27/2020
Date

Heather M. Moynihan
Name: Heather M. Moynihan
Title: CEO

Netsmart Technologies, Inc.

5/26/2020
Date

Joseph McQuinn
Name: Joseph McQuinn
Title: Executive Vice President
Netsmart Technologies, Inc.

New Hampshire Department of Health and Human Services
New Hampshire Hospital – Software & Services



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

OFFICE OF THE ATTORNEY GENERAL

5/30/20
Date

/s/ Christen Lavers
Name:
Title: Assistant Attorney General

I hereby certify that the foregoing Amendment was approved by the Governor approval issued under the Executive Order 2020-04.

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

14
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Jeffrey A. Meyers
Commissioner

Lori A. Shlbinette
Chief Executive Officer

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION FOR BEHAVIORAL HEALTH
NEW HAMPSHIRE HOSPITAL
36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

September 26, 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 Behavioral Health, New Hampshire Hospital to enter into retroactive sole source amendment to an existing agreement with Netsmart Technologies, Inc. (Vendor #163804), 4950 College Boulevard, Overland Park KS 66211, for the provision of hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution by increasing the price limitation by \$628,195 from \$4,112,282 to \$4,740,477 and with no change to the contract completion date of November 30, 2021, effective retroactive to June 30, 2019 upon Governor and Executive Council approval. Funds are 100% Agency Other Funds.

The Governor and Executive Council approved the original agreement on November 4, 2015 (Item #9) and amended on December 21, 2016 (Item #24), June 21, 2017 (Item #39), June 20, 2018 (Item #36A) and June 05, 2019 (Item #22).

Funds to support this request are anticipated to be available in the following accounts for State Fiscal Years (SFY) 2020, 2021 and 2022 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.

05-95-94-940030-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2016	034/500099	Major IT Systems	\$420,415	\$0	\$420,415
		<u>Sub Total</u>	\$420,415	\$0	\$420,415

117

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT FOR DHHS 100% Other Agency Funds (DHHS Class 027 - 56% General Funds and 44% Federal Funds) Activity Code 03950208

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology Software	\$183,039	\$0	\$183,039
2018	038/509038	Technology Software	\$1,202,124	\$0	\$1,202,124
2019	038/509038	Technology Software	\$402,985	\$0	\$402,985
2020	038/509038	Technology Software	\$539,483	\$44,084	\$583,567
2021	038/509038	Technology Software	\$354,166	\$258,560	\$612,726
2022	038/509038	Technology Software	\$154,948	\$177,690	\$332,638
		<u>Sub Total</u>	\$2,836,745	\$480,334	\$3,317,079

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT FOR DHHS 100% Other Agency Funds (DHHS Class 027 - 56% General Funds and 44% Federal Funds) Activity Code 03950208

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2021	046-500465	IT Consulting Services	\$0	\$147,861	\$147,861
		<u>Sub Total</u>	\$0	\$147,861	\$147,861

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES; DEPT. OF HEALTH AND HUMAN SERVICES; HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases,	\$69,427	\$0	\$69,427

		Other than State			
2018	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2019	022/500257	Rents, Leases, Other than State	\$169,242	\$0	\$169,242
2020	022/500257	Rents, Leases, Other than State	\$182,335	\$0	\$182,335
2021	022/500257	Rents, Leases, Other than State	\$182,335	\$0	\$182,335
2022	022/500257	Rents, Leases, Other than State	\$75,973	\$0	\$75,973
		<i>Sub Total</i>	\$835,460	\$0	\$835,460

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	102/500731	Contracts for Prog Svc	\$19,662	\$0	\$19,662
		<i>Sub Total</i>	\$19,662	\$0	\$19,662

CONTRACT TOTAL	\$4,740,477
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EXPLANATION

This request is retroactive because of the need to maintain software licenses for Electronic Health Records Practice Management and Billing modules, and additional delays occurred due to the volume of new contract being processed by the Department.

The purpose of this sole source agreement is because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with Netsmart products.

The Department is requesting authorization to amend the contract for the provision of continued licensing agreements through the duration of the contract. Netsmart has provided the Department with services since 2003; beginning with the myAvatar Electronic Health Record's Practice Management and Billing modules. Over time, the Hospital has adopted various Netsmart solutions and made key upgrades to align with mandatory regulatory requirements. The Department has invested in Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and fulfillment, pharmacy management, document imaging solution. The investment goes beyond

software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by the Department are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution supports continued Joint Commission accreditation and increase the quality of patient care and coordination.

Should the Governor and Executive Council not authorize this request, the licenses that allow NHH to utilize the Electronic Health Records Practice Management and Billing modules, will not continue to support the software as such and all associated equipment and services would be rendered nonfunctional.

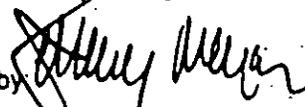
Area served: Statewide.

Source of Funds 100% Agency Other Funds (DHHS class 027 – 56% General Funds and 44% Federal Funds).

Should Federal Funds become not available additional General Funds will not be requested.

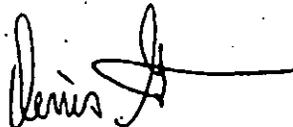
Respectfully submitted,

Approved by:



Jeffrey A. Meyers
Commissioner
Department Health & Human Services

Approved by:



Denis Goulet
Commissioner
Department of Information Technology



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

September 18, 2019

Jeffrey A. Meyers
Commissioner
Department of Health and Human Services
State of New Hampshire
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 retroactive, sole source amendment with Netsmart Technologies, Inc. of Overland Park, KS, as described below and referenced as DoIT No. 2016-032E.

The purpose of this amendment is for the continued provision of hardware, licensed software, system hosting and professional services as part of the NH Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution.

The funding amount for this amendment is \$628,195.00 increasing the price limitation from \$4,112,282.00 to \$4,740,477.00 with no change to the contract completion date of November 30, 2021, effective retroactive to June 30, 2019 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/IK
DoIT #2016-032E
cc: Bruce Smith, IT Manager, DoIT

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5**

This 5th Amendment to the New Hampshire Hospital Software & Services contract (hereinafter referred to as "Amendment 5"), is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as "the State" or "Department"), and Netsmart Technologies, Inc. (hereinafter referred to as "the Contractor"), a Delaware corporation with offices at 4950 College Boulevard, Overland Park, Kansas, 66212.

WHEREAS, pursuant to an Agreement approved by the Governor and Executive Council, on November 4, 2015, (Item #9), (hereinafter referred to as "Contract"), as amended on December 21, 2016, (Item #24), as amended on June 21, 2017 (Item #39), as amended on June 20, 2018 (Item #36A), June 5, 2019 (Item #22) the Contractor agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of certain sums as specified therein; and

WHEREAS, the State and the Contractor have agreed to make changes to the payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to Form P-37, General Provisions, Section 18 Amendment, the contract may be modified or amended upon written agreement of both parties; as approved by the Governor and Executive Council; and

WHEREAS, the State and the Contractor agree to increase the contract price limitation by \$628,195 from \$4,112,282 to \$4,740,477 for license renewal to continue service delivery capability to acute psychiatric care patients; 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 1.8, Price Limitation, to read:

\$4,740,477.
2. The Agreement is further amended as described in Table 1;

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

Contract #2016-032 Part 3, Exhibit B Section 9	AMENDED TEXT																																
Section 9, Change Orders	<p>Delete and replace Table 1- Change Order Funds to Section 9, Change Orders:</p> <p>CHANGE ORDERS Table 1 – Change Order Funds</p> <table border="1" data-bbox="565 655 1414 1089"> <thead> <tr> <th></th> <th>Deliverable</th> <th>Projected Delivery Date</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Change Orders (RxConnect or Document Imaging)</td> <td>As needed</td> <td>\$10,000</td> </tr> <tr> <td>2</td> <td>Change Orders (Pyxis Implementation – Amendment 1)</td> <td>As needed</td> <td>\$20,000</td> </tr> <tr> <td>3</td> <td>Change Orders (optional system configuration and report writing services resulting from site review – Amendment 2)</td> <td>As needed</td> <td>\$148,200</td> </tr> <tr> <td>4</td> <td>Change Orders (optional system configuration and report writing services resulting from migration to hosted services – Amendment 3)</td> <td>As needed</td> <td>\$100,000</td> </tr> <tr> <td>5</td> <td>Change Orders (Pyxis Implementation – Amendment 4)</td> <td>As needed</td> <td>\$78,380.15</td> </tr> <tr> <td>6</td> <td>Change Orders (License Renewal – Amendment 5)</td> <td>As needed</td> <td>\$628,195</td> </tr> <tr> <td colspan="3">TOTAL</td> <td>\$982,775.15</td> </tr> </tbody> </table>		Deliverable	Projected Delivery Date	Amount	1	Change Orders (RxConnect or Document Imaging)	As needed	\$10,000	2	Change Orders (Pyxis Implementation – Amendment 1)	As needed	\$20,000	3	Change Orders (optional system configuration and report writing services resulting from site review – Amendment 2)	As needed	\$148,200	4	Change Orders (optional system configuration and report writing services resulting from migration to hosted services – Amendment 3)	As needed	\$100,000	5	Change Orders (Pyxis Implementation – Amendment 4)	As needed	\$78,380.15	6	Change Orders (License Renewal – Amendment 5)	As needed	\$628,195	TOTAL			\$982,775.15
	Deliverable	Projected Delivery Date	Amount																														
1	Change Orders (RxConnect or Document Imaging)	As needed	\$10,000																														
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TOTAL			\$982,775.15																														
Contract #2016-032 Part 3, Exhibit B	AMENDED TEXT																																
Section 2, Consolidated Extended Maintenance And Support Table	<p>Delete and replace Section 2, Consolidated Extended Maintenance and Support Table with:</p> <p>2. Consolidated Extended Maintenance and Support Table Herein is a consolidated view of all recurring fees associated with Contract #2016-032, Amendment #1, Amendment #2, Amendment #3 and Amendment #4 and Amendment #5. The purpose of this fee schedule is to make invoicing and contract management administratively manageable for all parties. This table does not include any one time fees or change orders outlined in said agreements. The extended maintenance and support table outlines fees for the period of July 1, 2017 – November 30, 2021 to be billed annually in advance of New Hampshire Hospital's fiscal year defined. These are not newly introduced costs and do not change the total contract value.</p> <p>Netsmart Cloud Hosting annual fees were added for two years during the state fiscal years 07/2018-06/2019 and 07/2019-06/2020 respectively.</p>																																
Contract #2016-032 Part 3, Exhibit B	AMENDED TEXT																																

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

Section 1, Deliverable Payment Schedule, Contract Grand Total	Delete and replace Section 1, Deliverable Payment Schedule, Contract Grand Total, with:		
			Segment 1: \$1,133,385.44
			Segment 2: \$484,384.91
			Segment 3: \$132,375.95
			Segment 4: \$1,343,341.92
			Segment 5: \$47,730.00
			Segment 6: \$207,284.00
		Change Orders (Original Contract):	\$10,000.00
		Change Orders (Amendment 1):	\$20,000.00
		Change Orders (Amendment 2):	\$148,200.00
		Change Orders (Amendment 3):	\$100,000.00
		Change Orders (Amendment 4):	\$76,380.15
		Change Orders (Amendment 5):	\$628,195
		Retroactive Maintenance & Support (7/16 – 11/16)	\$121,854.69
		Hosting Services:	\$640,348.60
		Removal of Annual Intersystems Cache support fees for the period 01/01/2019 – 11/30/2021*	(\$333,013.67)
	CONTRACT GRAND TOTAL:	Contract Total:	\$4,740,477

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

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

Contract #2016-032 Part 3, Exhibit B		AMENDED TEXT				
Section 1, Deliverable Payment Schedule, Subsection 1, Software, Licenses, Subscriptions and Maintenance		Delete and replace Part 3, Exhibit B, Section 1 Deliverable Payment Schedule, Subsection 1, Software, Licenses, Subscriptions and Maintenance, with: Software, Licenses, Subscriptions and Maintenance Table				
		Purchased Prior to Contract # 2016 - 032				
	A Item	B 07/2017 – 06/2018	C 07/2018 – 06/2019	D 07/2019 – 06/2020	E 07/2020 – 06/2021	F 07/2021 – 11/2021
1	RADplus Named Users (584 Licenses)	\$50,390.03	\$52,909.53	\$55,555.00	\$58,332.75	\$25,520.58
2	Avatar Clinical Workstation	\$15,315.38	\$18,081.15	\$16,885.21	\$17,729.47	\$7,558.84
3	Avatar Practice Management (PM), Client Fund Management System (CFMS), Order Entry (OE)	\$84,228.98	\$88,438.33	\$92,880.24	\$97,503.26	\$42,857.87
4	Avatar Cache Elite Multi-Server, Platform Specific Concurrent (131 Licenses, Final Year is only 7/2018 – 12/2018)	\$91,091.18	\$47,822.87	NA, Replaced by hosting	NA, Replaced by hosting	NA, Replaced by hosting
5	Diagnosis Content on Demand (OCOD) – ICD10 not utilizing DSM content	\$5,932.85	\$8,229.28	\$6,540.74	\$8,867.78	\$3,004.65
6	Wiley Libraries	\$3,757.32	\$3,945.19	\$4,142.45	\$4,349.57	\$1,902.04
7	Ullimedex Suite Subscription	\$4,884.28	\$5,128.48	\$5,384.90	\$5,654.15	\$2,473.69
8	RXConnect Browser, RXConnect ADM Browser Interface, Crystal Reports Developer Version	\$8,219.38	\$8,830.33	\$9,081.84	\$9,514.93	\$4,182.78
9	Avatar Electronic Medic Admin Record	\$7,717.50	\$8,103.38	\$8,508.54	\$8,933.97	\$3,908.61
10	Additional 125 myAvatar RADplus Named Users	\$22,050.00	\$23,152.50	\$24,310.13	\$25,525.63	\$11,187.48
11	Additional 50 Avatar Cache Elite Multi-Server, Platform Specific Concurrent (Final	\$10,080.00	\$5,292.00	NA, Replaced by hosting	NA, Replaced by hosting	NA, Replaced by hosting

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

	Year is only 7/2016 – 12/2016)					
12	POS and Batch Scanning Powered by Perceptive	\$3,675.00	\$3,858.75	\$4,051.69	\$4,254.27	\$1,881.24
Purchased on Contract #2016-032 Amendment # 1						
13	Carefusion Pyxis 4000 Automated Dispensing Machines – Amendment #1	\$132,540.00	\$132,540.00	\$132,540.00	\$132,540.00	\$55,225.00
Purchased on Purchase Order #1053466						
14	Additional 27 myAvatar RADplus Named Users – Purchase Order #1053488	\$2,646.00	\$4,762.80	\$5,000.94	\$5,250.99	\$2,297.31
15	Diagnosis Content on Demand (OCOD) – ICD10 not utilizing DSM content – Increase to base fee	\$188.16	\$197.57	\$207.45	\$217.82	\$90.76
Purchased on Contract #2016-032 Amendment # 2						
16	Additional 123 myAvatar RADplus Named Users	\$20,664.00	\$20,664.00	\$21,897	\$22,782.00	\$9,987.00
17	Diagnosis Content on Demand (OCOD) – ICD10 not utilizing DSM content – Increase to base fee	\$1,100.00	\$1,100.00	\$1,155	\$1,213.00	\$531.00
18	RXScan and eMAR Barcode Scanning Subscription – Amendment #2	\$13,320.00	\$13,320.00	\$13,988.00	\$14,885.00	\$8,425.00
19	RXScan and eMAR Barcode Scanning Subscription – (16 Licenses)	N/A	N/A	\$7,248.00	\$7,322.00	\$3,083.00
20	CareConnect Inbox (Includes base fee, In network referral connectors, and Direct Messaging Mailbox) 0 – 1000 Users	\$39,270.00	\$44,982.00	\$44,982.00	\$47,231.00	\$20,664.00
21	CareConnect Connector (CCD Transactions) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00
22	CareConnect Lab Orders (Outbound) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00
23	CareConnect Lab Results (Inbound) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00
Purchased on Contract #2016-032 Amendment #3						
24	Hosting of Avatar Licensed Programs (285	NA	\$237,600.00	\$237,600.00	\$249,480	\$109,148

Neisman Technologies, Inc.
Vendor Initials *[Signature]*

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

	Concurrent Users)						
25	Perceptive Hosting – Disaster Recovery	NA	\$28,274.40	\$28,274.40	\$29,688	\$12,988	
26	RXConnect Hosting – Disaster Recovery	NA	\$23,400.00	\$23,400.00	\$24,570	\$10,750	
	TOTALS		\$525,317.82	\$785,432.56	\$752,389.53	\$783,095.59	\$326,531.33

Contract #2016-032

AMENDED TEXT

Amendment #2 and Amendment #3, Section 14, Consolidated Extended Maintenance and Support Table.

Delete and replace Amendment #2 and Amendment #3 Section 14 Consolidated Extended Maintenance and Support Table, with:

Amendment #5, Section 14 Section 14 Consolidated Extended Maintenance and Support Table.

	A	B	C	D	E	F
Item	07/2017 – 06/2018	07/2018 – 06/2019	07/2019 – 06/2020	07/2020 – 06/2021	07/2021 – 11/2021	
Purchased Prior to Contract # 2016 - 032						
1	RADplus Named Users (584 Licenses)	\$50,390.03	\$52,909.53	\$55,555.00	\$58,332.75	\$25,520.58
2	Avatar Clinical Workstation	\$15,315.38	\$16,081.15	\$16,885.21	\$17,729.47	\$7,556.64
3	Avatar Practice Management (PM), Client Fund Management System (CFMS), Order Entry (OE)	\$84,226.98	\$88,438.33	\$92,850.24	\$97,503.26	\$42,657.67
4	Avatar Cache Elite Multi-Server, Platform Specific Concurrent (131 Licenses, Final Year is only 7/2016 – 12/2016)	\$91,091.18	\$47,822.87	NA, Replaced by hosting	NA, Replaced by hosting	NA, Replaced by hosting
5	Diagnosis Content on Demand (DCOD) – ICD10 not utilizing DSM content	\$5,932.65	\$6,229.28	\$6,540.74	\$6,867.78	\$3,004.65
6	Wiley Libraries	\$3,757.32	\$3,845.19	\$4,142.45	\$4,349.57	\$1,902.84
7	Ullimedex Suite Subscription	\$4,884.28	\$5,128.48	\$5,384.90	\$5,654.15	\$2,473.89
8	RXConnect Browser, RXConnect ADM Browser Interface, Crystal Reports Developer Version	\$8,219.38	\$8,630.33	\$9,061.84	\$9,514.93	\$4,182.78

Netsmart Technologies, Inc.
Vendor Initials *JS*

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

9	Avatar Electronic Medic Admin Record	\$7,717.50	\$8,103.38	\$8,508.54	\$8,933.97	\$3,908.81
10	Additional 125 myAvatar RADplus Named Users	\$22,050.00	\$23,152.50	\$24,310.13	\$25,525.63	\$11,187.48
11	Additional 50 Avatar Cache Elite Multi-Server, Platform Specific Concurrent (Final Year is only 7/2016 – 12/2016)	\$10,080.00	\$5,282.00	NA, Replaced by hosting	NA, Replaced by hosting	NA, Replaced by hosting
12	POS and Batch Scanning Powered by Perceptive	\$3,875.00	\$3,858.75	\$4,051.68	\$4,254.27	\$1,861.24
Purchased on Contract #2016-032 Amendment # 1						
13	Carefusion Pyxis 4000 Automated Dispensing Machines – Amendment #1	\$132,540.00	\$132,540.00	\$132,540.00	\$132,540.00	\$55,225.00
Purchased on Purchase Order #1053486						
14	Additional 27 myAvatar RADplus Named Users – Purchase Order #1053486	\$2,648.00	\$4,782.80	\$5,000.94	\$5,250.99	\$2,297.31
15	Diagnosis Content on Demand (DCOD) – ICD10 not utilizing DSM content – increase to base fee	\$188.16	\$197.57	\$207.45	\$217.82	\$90.76
Purchased on Contract #2016-032 Amendment # 2						
16	Additional 123 myAvatar RADplus Named Users	\$20,664.00	\$20,664.00	\$21,697	\$22,782.00	\$9,867.00
17	Diagnosis Content on Demand (DCOD) – ICD10 not utilizing DSM content – increase to base fee	\$1,100.00	\$1,100.00	\$1,155	\$1,213.00	\$531.00
18	RXScan and eMAR Barcode Scanning Subscription – Amendment #2	\$13,320.00	\$13,320.00	\$13,986	\$14,685.00	\$6,425.00
19	RXScan and eMAR Barcode Scanning Subscription – (16 Licenses)	N/A	N/A	\$7,248.00	\$7,322.00	\$3,083.00
20	CoreConnect Inbox (Includes base fee, in network referral connectors, and Direct Messaging Mailbox) 0 – 1000 Users	\$39,270.00	\$44,982.00	\$44,982.00	\$47,231.00	\$20,664.00
21	CoreConnect Connector (CCO Transactions) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

22	CareConnect Lab Orders (Outbound) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00
23	CareConnect Lab Results (Inbound) 0 – 1000 Users	\$2,750.00	\$3,000.00	\$3,000.00	\$3,150.00	\$1,378.00
Purchased on Contract #2016-032 Amendment #3						
24	Hosting of Avater Licensed Programs (265 Concurrent Users)	NA	\$237,600.00	\$237,600.00	\$249,480	\$109,148
25	Perceptive Hosting – Disaster Recovery	NA	\$28,274.40	\$28,274.40	\$29,888	\$12,988
26	RXConnect Hosting – Disaster Recovery	NA	\$23,400.00	\$23,400.00	\$24,570	\$10,750
	TOTALS		\$785,432.58	\$752,389.53	\$783,095.59	\$339,519.33

**Contract #2016-032
Amendment #4,
Schedule A**

AMENDED TEXT

Paragraph 1:

Delete Amendment #4, Schedule A, Paragraph 1, and replace with Amendment #5, Schedule A, Paragraph 1, with:

Paragraph 1:

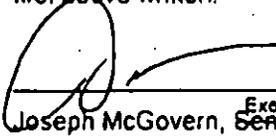
The terms of this Schedule A apply to the CareFusion Solutions, LLC ("CareFusion") will be providing services in relation to the CareFusion Products as a subcontractor of Netsmart pursuant to a separate agreement between Netsmart and CareFusion, and that Netsmart shall remain wholly responsible for the performance of the entire Agreement in accordance with Section 15.2 (*Assignment, Delegation and Subcontracts*) of Part 2 of the Agreement. Any capitalized terms below will have the same meaning as set forth under the "Terms and Definitions" section of the Agreement unless such term is provided a different meaning, below.

Parties are amending this contract for the purchase and installation of one (1) additional Pyxis machine and shall be integrated into the network by Contractor.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

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.



Joseph McGovern, ~~Senior Vice President~~^{Executive Vice President}
Netsmart Technologies, Inc.

Date: 8/28/19

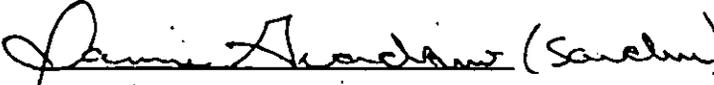
Corporate Signature Notarized:

STATE OF New York

COUNTY OF Suffolk

On this the 28th day of August, 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.



Notary Public/Justice of the Peace

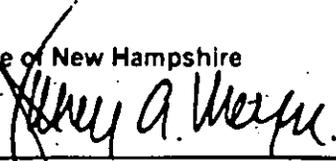
My Commission Expires: 5/12/22

(SEAL)

JAMIE GIORDANO
NOTARY PUBLIC-STATE OF NEW YORK
No. 01G16303100
Qualified in Suffolk County
My Commission Expires 05-12-2022

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL – SOFTWARE & SERVICES
CONTRACT 2016-032
CONTRACT AMENDMENT #5

State of New Hampshire



Jeffrey A. Meyers, Commissioner
State of New Hampshire
Department of Health and Human Services

Date:

9/11/19

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

Approved by the Attorney General



State of New Hampshire, Department of Justice
CATHERINE PINOS

Date:

9/10/19

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: _____



Jeffrey A. Meyers
Commissioner

Lori A. Shilbetta
Chief Executive Officer

22 mac

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION FOR BEHAVIORAL HEALTH
NEW HAMPSHIRE HOSPITAL

36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

April 18, 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 Behavioral Health, New Hampshire Hospital to amend a sole source agreement with Netsmart Technologies, Inc. (Vendor #163804), 4950 College Boulevard, Overland Park KS 66211, for the provision of hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution by increasing the price limitation by \$76,380 from \$4,035,902 to \$4,112,282 and with no change to the contract completion date of November 30, 2021, effective upon Governor and Executive Council approval. Funds are 20% Federal Funds, 46% Other Funds, and 34% General Funds.

The Governor and Executive Council approved the original agreement on November 4, 2015 (Item #9) and amended on December 21, 2016 (Item #24), June 21, 2017 (Item #39) and June 20, 2018 (Item #36A).

Funds are available in the following accounts in State Fiscal Year (SFY) 2019 and anticipated to be available in State Fiscal Years 2020, 2021 and 2022 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.

05-95-94-940030-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module (100%General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2016	034/500099	Major IT Systems	\$420,415	\$0.00	\$420,415
		<u>Sub Total</u>	<u>\$420,415</u>	<u>\$0.00</u>	<u>\$420,415</u>

**01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT
 OF, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY
 DEPARTMENT OF, IT FOR DHHS (100% Other Funds)**

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology - Software	\$183,039	\$0.00	\$183,039
2018	038/509038	Technology - Software	\$672,924	\$529,200	\$ 1,202,124
2019	038/509038	Technology - Software	\$402,985	\$0.00	\$402,985
2020	038/509038	Technology - Software	\$539,483	\$0.00	\$539,483
2021	038/509038	Technology - Software	\$354,166	\$0.00	\$354,166
2022	038/509038	Technology - Software	\$154,948	\$0.00	\$154,948
		<u>Sub Total</u>	\$2,307,545	\$529,200	\$2,836,745

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (20% Federal Fund, 46% Other Funds (Provider Fees) & 34% General Funds FAIN#1805NH05ADMIN, CFDA#93.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases, Other than State	\$69,427	\$0.00	\$69,427
2018	022/500257	Rents, Leases, Other than State	\$156,148	\$0.00	\$156,148
2019	022/500257	Rents, Leases, Other than State	\$156,148	\$13,094	\$169,242
2020	022/500257	Rents, Leases, Other than State	\$156,148	\$26,187	\$182,335
2021	022/500257	Rents, Leases, Other than State	\$156,147	\$26,187	\$182,335
2022	022/500257	Rents, Leases, Other than State	\$65,061	\$10,912	\$75,973
		<u>Sub Total</u>	\$759,080	\$76,380	\$835,460

05-95-94-940010-8760 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (20% Federal Fund, 46% Other Funds (Provider Fees) & 34% General Funds FAIN#1805NH05ADMIN, CFDA#93.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	102/500731	Contracts for Prog Svc	\$19,662	\$0.00	\$19,662
		<u>Sub Total</u>	\$19,662	\$0.00	\$19,662

CONTRACT TOTAL	\$4,112,282
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EXPLANATION

The purpose of this sole source agreement is because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with Netsmart products.

The Department is requesting authorization to amend the contract for the addition of one (1) Pyxis medication dispensing machine in order to operationalize the Unit I at New Hampshire Hospital (NHH).

The Pyxis system is an automated dispensing machine which integrates with the current Electronic Medical Records. NHH currently utilizes the following Netsmart Avatar Products: Practice Management (Scheduling and Billing), Client Fund Management (Patient Banking), Clinical Work Stations, Document Imaging Services and RxConnect (medication management software). The Pyxis machines have been successfully deployed on all other units within NHH for services to transition the NHH centralizing all medication records with the clinical history of the patient and increases the security of medication on the units to negate the possibility of drug diversion.

Netsmart has provided the Department with services since 2003; beginning with the myAvatar Electronic Health Record's Practice Management and Billing modules. Over time, the Hospital has adopted various Netsmart solutions and made key upgrades to align with mandatory regulatory requirements. The Department has invested in Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and fulfillment, pharmacy management, document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by the Department are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution supports continued Joint Commission accreditation and increase the quality of patient care and coordination.

Should the Governor and Executive Council not authorize this request, the additional Pyxis machine will not be in place and functional resulting in delays with opening the new Unit I Wing at New Hampshire Hospital, which would negatively impact the Department's capacity to serve individuals in need of NHH services.

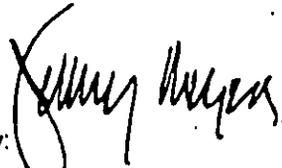
Area served: Statewide.

Source of Funds: \$420,415 - 100% General Funds-Capital Funds, \$2,836,745 - 100% Other Funds; the remainder is 34% General Funds, 46% Other Funds (provider fees) and 20% Federal Funds (FAIN#1805NH05ADMIN, CFDA#93.778).

Should Federal Funds become not available additional General Funds will not be requested.

Respectfully submitted,

Approved by:



Jeffrey A. Meyers
Commissioner
Department Health & Human Services

Approved by:



Denis Goulet
Commissioner
Department of Information Technology



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/doiit

Denis Goulet
Commissioner

April 30, 2019

Jeffrey A. Meyers
Commissioner
Department of Health and Human Services
State of New Hampshire
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 amend a sole source agreement with Netsmart Technologies, Inc. of Overland Park, KS and as described below and referenced as DoIT No. 2016-032D.

The purpose of this amendment is for the continued provision of hardware, licenses software, system hosting and professional services which will facilitate the consistency of medication dispensing and security throughout all the of the Acute Psychiatric Services facilities at New Hampshire Hospital.

The funding amount for this amendment is \$76,380.00 increasing the price limitation from \$4,035,902.00 to \$4,112,282.00 with no change to the contract completion date of November 30, 2021, 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/kaf
DoIT #2016-032D
cc: Bruce Smith, IT Manager, DoIT



Jeffrey A. Meyers
Commissioner

Lori A. Sabatella
Chief Executive Officer

JUN 12 '18 PM 4:36 DRS

HCC
36A

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION FOR BEHAVIORAL HEALTH

NEW HAMPSHIRE HOSPITAL

36 CLINTON STREET, CONCORD, NH 03301

603-771-5300 1-800-852-3343 Ext. 5300

Fax: 603-771-5395 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, New Hampshire Hospital (NHH) to make a retroactive payment to, and amend a sole source agreement with Netsmart Technologies, Inc. (Vendor #163804), 4950 College Boulevard, Overland Park KS 66211, for the provision of hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution by increasing the price limitation by \$529,200 from \$3,506,702 to \$4,035,902, with no change to the contract completion date of November 30, 2021 effective upon Governor and Executive Council approval. 20% Federal Funds, 46% Other Funds and 34% General Funds.

The Governor and Executive Council approved the original agreement on November 4, 2015 (item #9), and subsequent amendments on December 21, 2016 (Item #24), and again on June 21, 2017 (Item # 39).

Funds are available in the following accounts in State Fiscal Year 2018, and are anticipated to be available in State Fiscal Years 2019 through 2022 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 approval from the Governor and Executive Council, if needed and justified.

05-85-84-840030-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module (100%General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget

2018	034/500099	Major IT Systems	\$420,415	\$0	\$420,415
		<u>Sub Total</u>	<u>\$420,415</u>	<u>\$0</u>	<u>\$420,415</u>

01-03-03-030010-7696 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF,
INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT
FOR DHHS (100% Other Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology - Software	\$183,039		\$183,039
2018	038/509038	Technology - Software	\$672,824	\$529,200	\$ 1,202,124
2019	038/509038	Technology - Software	\$402,985	0	\$402,985
2020	038/509038	Technology - Software	\$539,483	0	\$539,483
2021	038/509038	Technology - Software	\$354,166	0	\$354,166
2022	038/509038	Technology - Software	\$154,948	0	\$154,948
		<u>Sub Total</u>	<u>\$2,307,545</u>	<u>529,200</u>	<u>\$2,836,745</u>

05-05-04-040010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,
MHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT
(20% Federal Fund, 46% Other Funds (Provider Fees) & 34% General Funds FAIN01005NH05ADMIN,
CFDA083.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases, Other than State	\$69,427	\$0	\$69,427
2018	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2019	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2020	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2021	022/500257	Rents, Leases, Other than State	\$156,147	\$0	\$156,147
2022	022/500257	Rents, Leases, Other than State	\$65,061	\$0	\$65,061
		<u>Sub Total</u>	<u>\$759,080</u>	<u>\$0</u>	<u>\$759,080</u>

05-95-04-040010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (20% Federal Fund, 46% Other Funds (Provider Fees) & 34% General Funds FAJN#1805NH05ADMIN, CFOA#93.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	102/500731	Contracts for Prog Svc	\$19,662	\$0	\$19,662
		<u>Sub Total</u>	\$19,662	\$0	\$19,662

CONTRACT TOTAL	\$4,035,902
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EXPLANATION

The original agreement is sole source, because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with Netsmart products.

The Department is requesting authorization to amend the contract for services to transition the NHH patient care system from the Department of Information Technology data center to the Netsmart Plexus Cloud. By moving to a hosted environment, we are addressing very serious operational issues with the current system that could affect patient safety. Doing this is the most operationally sound and cost effective way to address the issues because: 1) It is the approach that the vendor is most accustomed to, and will provide contractually guaranteed service levels; and 2) it is more cost effective and less risky than trying to maintain the appropriate staff levels with NetSmart specific skill sets. Having operated the Netsmart electronic health records software suite onsite for fifteen (15) years, the Department has determined that a vendor hosted solution will be a better use of resources and will result in greater reliability, accessibility, security, and better care of the electronic medical record environment.

With the transition to a vendor-hosted solution, the Department will realize the following benefits:

- More reliable system operations and patient care due to the expert staffing provided by Netsmart;
- Ensured 99.9% system availability with 24x7 access to expert administrative support resources;
- Increased budget predictability;
- The highest levels of technology and data security standards;

- Reduced effort required for NHH staff to administer the system, allowing those resources to focus on report development and configuring the system to meet hospital needs; and
- Relieved need for DoIT staff to maintain network server hardware and handle certain system software that is not part of the state standard.

The Department is also requesting authorization to make a retroactive payment to an invoice (#98934 July 1, 2017) for Netsmart software support and maintenance for critical practice management and electronic medical records software in effect from July 2016 through November 2016 that was inadvertently omitted from the Netsmart Master Contract (#2016-032) approved by Governor and Executive Council November 4, 2015. The omission of \$121,856 occurred when the vendor consolidated a large number of maintenance and support fees from several historical documents, while also implementing a new financial system. The invoice was not paid immediately because the department needed to validate the claim and identify a source of funding. NHH received the services from the vendor and desires to make the retroactive payment for services provided.

Netsmart has provided the Department with services since 2003; beginning with the myAvatar Electronic Health Record's Practice Management and Billing modules. Over time, the Hospital has adopted various Netsmart solutions and made key upgrades to align with mandatory regulatory requirements. The Department has invested in Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and fulfillment, pharmacy management, document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by the Department are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution supports continued Joint Commission accreditation and increase the quality of patient care and coordination.

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 and SFY 2022 - 2023 biennia.

Should the Governor and Executive Council not authorize this request, prior to June 30, 2018, the move to a hosted environment and a realization of the benefits to patient care and safety could be delayed up to twelve (12) months, until new funding sources are identified.

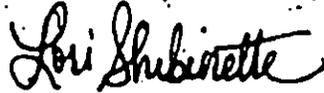
Area served: Statewide.

Source of Funds: \$420,415 - 100% General Funds-Capital Funds, \$2,836,745 - 100% Other Funds; the remainder is 34% General Funds, 46% Other Funds (provider fees) and 20% Federal Funds (FAIN#1805NH05ADMIN, CFDA#93.778).

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 5

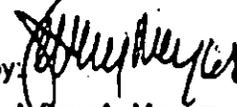
Should Federal Funds become not available additional General Funds will not be requested.

Respectfully submitted,



Lori A. Shibinette
Chief Executive Officer
New Hampshire Hospital

Approved by:



Jeffrey A. Meyers
Commissioner
Department Health & Human Services

Approved by:



Denis Goulet
Commissioner
Department of Information Technology

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence.*



Jeffrey A. Meyers
Commissioner

David E. Witzert
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF INFORMATION SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9404 1-800-852-3343 Ext. 9404
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 8, 2018

Denis Goulet
Commissioner
Department of Information Technology
27 Hazen Drive
Concord, NH 03301

Requested Action

Authorize the Department of Health and Human Services, Division of Behavioral Health, New Hampshire Hospital to make a retroactive payment to, and amend a sole source agreement with NetSmart Technologies, Inc. (Vendor #183804), 4950 College Boulevard, Overland Park KS 66211, for the provision of hardware, licensed software, system hosting and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution by increasing the price limitation by \$529,200 from \$3,508,702 to \$4,035,602 effective upon Governor and Executive Council approval. The contract completion date of November 30, 2021 remains unchanged.

The Governor and Executive Council approved the original agreement on November 4, 2015 (Item #9), the first amendment December 21, 2016, and the second amendment on June 21, 2017. Funds are 28% Federal Funds, 39% Other Funds, and 32% General Funds.

Funding Sources and Amounts

Fund Funds are available in the following accounts in State Fiscal Year 2018 and anticipated to be available in State Fiscal Years 2019 through Fiscal Year 2022 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 Governor and Executive Council approval, if needed and justified.

05-85-94-940030-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module (100% General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	034/500099	Major IT Systems	\$420,415	\$0	\$420,415
		<u>Sub Total</u>	<u>\$420,415</u>	<u>\$0</u>	<u>\$420,415</u>

01-03-03-030010-7685 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF,
INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT
FOR DHHS (100% Other Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology - Software	\$183,039		\$183,039
2018	038/509038	Technology - Software	\$872,924	\$528,200	\$ 1,202,124
2019	038/509038	Technology - Software	\$402,885	0	\$402,885
2020	038/509038	Technology - Software	\$539,483	0	\$539,483
2021	038/509038	Technology - Software	\$354,168	0	\$354,168
2022	038/509038	Technology - Software	\$154,948	0	\$154,948
		Sub Total	\$2,307,848	528,200	\$2,836,748

05-85-84-040010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS;
NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (20%
Federal Fund, 46% Other Funds (Provider Fees) & 34% General Funds FAIN#1805NH05ADMIN,
CFDA#83.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases, Other than State	\$69,427	\$0	\$69,427
2018	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2019	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2020	022/500257	Rents, Leases, Other than State	\$156,148	\$0	\$156,148
2021	022/500257	Rents, Leases, Other than State	\$156,147	\$0	\$156,147
2022	022/500257	Rents, Leases, Other than State	\$65,061	\$0	\$65,061
		Sub Total	\$769,080	\$0	\$769,080

05-85-04-840010-8760 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS:
 NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (20%
 Federal Fund, 48% Other Funds (Provider Fees) & 34% General Funds FAIN#1805NH03ADMIN,
 CFDA#63.778)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	102/500731	Contracts for Prog Svc	\$19,662	\$0	\$19,662
		<i>Sub Total</i>	\$19,662	\$0	\$19,662

CONTRACT TOTAL	\$4,035,802
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EXPLANATION

The original agreement is sole source, because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services and integrate multiple software products with Netsmart products.

The Department is requesting authorization to amend the contract for services to transition the NHH patient care system from the Department of Information Technology data center to the Netsmart Plexus Cloud. Having operated the Netsmart electronic health records software suite onsite for fifteen (15) years, the Department has determined that a vendor hosted solution is a better use of resources and will result in greater reliability, accessibility, security, and better care of the electronic medical record environment.

The Department is also requesting authorization to make a retroactive payment to an invoice (#98934 July 1, 2017) for Netsmart software support and maintenance in effect from July 2016 through November 2016 that was inadvertently omitted from the Netsmart Master Contract (#2016-032) approved by Governor and Executive Council November 4, 2015. The omission of \$121,856 occurred when the vendor consolidated a large number of maintenance and support fees from several historical documents, while also implementing a new financial system. NHH received the services from the vendor and desires to make the retroactive payment for services provided.

Netsmart has provided the Department with services since 2003; beginning with the myAvatar Electronic Health Record's Practice Management and Billing modules. Over time, the Hospital has adopted various Netsmart solutions and made key upgrades to align with mandatory regulatory requirements. The Department has invested in Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and fulfillment, pharmacy management, document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by the Department are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution supports continued Joint Commission accreditation and increase the quality of patient care and coordination.

Prior Related Actions

The contract completion date of November 30, 2021 remains unchanged. Governor and Executive Council approved the original agreement on November 4, 2015 (item #9), to implement the Netsmart electronic health records system at New Hampshire Hospital along with a closed loop Medication Management solution and document imaging services. The first amendment, approved in December 21, 2016, added Carefusion Pyxis medication dispensing system. The second amendment approved on June 21, 2017, provided essential project support services in addition to the CareConnect solution. Governor and Executive Council approved the transfer of \$660,000 from DHHS April 19, 2017, into DoIT May 3, 2017 to support Amendment #2.

Alternatives and Benefits

--With the transition to a vendor-hosted solution, the Department will realize the following benefits:

- Ensured 99.9% system availability with 24x7 access to expert administrative support resources;
- Increased budget predictability;
- The highest levels of technology and data security standards;
- Reduced effort required for NHH staff to administer the system, allowing those resources to focus on report development and configuring the system to meet hospital needs; and
- Relieved need for DoIT staff to maintain network server hardware and handle certain system software that is not part of the state standard.

Open Standards

New Hampshire Hospital has been using Netsmart Technologies products for several years. This amendment serves to continue the implementation, maintenance and support of licensed software with the goal of realizing the benefits of a fully integrated proprietary solution. Compliance with RSA 21-R:10-14 is not required as this does not include the purchase of a new software solution.

Impact on Other State Agencies and Municipalities

This serves New Hampshire Hospital patients. There is no impact on other state agencies and municipalities.

Supporting Documentation

A copy of the Contract Amendment is attached.

CONTACT PERSON:

Brian Owens
Department of Health & Human Services
Contracts and Procurement
129 Pleasant Street
Concord, NH 03301
Telephone: (603) 271-9634
Email: brian.owens@dhhs.nh.gov

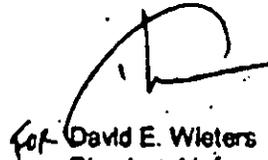
CERTIFICATION

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

Respectfully Submitted,



Lori A. Shibinette
Chief Executive Officer
New Hampshire Hospital



For David E. Wieters
Director of Information Services



Bruce Smith
IT Leader
Department of Information Technology



Approved by:
Jeffrey A. Meyers
Commissioner

Contract 2016-032A

RID 38103

Cc: Irene Kalfink, DoIT Contracts and Procurement
Katja Fox, DHHS Division of Behavior Health
Lori Shibinette, DHHS New Hampshire Hospital
Dave Levesque, DHHS New Hampshire Hospital



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

June 7, 2018

Jeffrey A. Meyers
Commissioner
Department of Health and Human Services
State of New Hampshire
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 make a retroactive payment to, and amend a sole source contract with Netsmart Technologies, Inc. as described below and referenced as DoIT No. 2016-032C.

The purpose of this amendment is to transition the existing New Hampshire Hospital Netsmart suite of software applications to the Netsmart Plexus Cloud. Having operated the Netsmart electronic health records software suite onsite for years, NHH has determined that a vendor-hosted solution is a better use of hospital resources and will result in greater reliability, accessibility, and security which will maintain a high level of patient care. This will also assist in the ongoing effort to maintain compliance with the NH Joint Commission accreditation requirements. The Joint Commission's hospital standards address important functions relating to the care of patients and the management of hospitals.

The funding amount for this amendment is \$529,200 increasing the price limitation \$3,506,702 to \$4,035,902 effective upon Governor and Council approval. The contract completion date of November 30, 2021 remains unchanged.

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 #2016-032C
RID #36103
cc: Bruce Smith, IT Manager, DoIT

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION FOR BEHAVIORAL HEALTH

Jeffrey A. Meyers
Commissioner

Katja S. Fox
Director

179 PLEASANT STREET, CONCORD, NH 03301
603-271-9433 1-800-853-3345 Ext. 9433
Fax: 603-271-8431 TDD Access: 1-800-735-7164 www.dhhs.nh.gov

May 22, 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 for Behavioral Health, New Hampshire Hospital to amend a sole source agreement with Netsmart Technologies, Inc. (Vendor #163804), 4950 College Boulevard, Overland Park KS 66211, for the provision of hardware, licensed software and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution by increasing the price limitation by \$756,042 from \$2,750,660 to \$3,506,702 effective upon Governor and Council approval. The contract completion date of November 30, 2021 remains unchanged. Governor and Executive Council approved the original agreement on November 4, 2015 (item #9) and the first amendment December 21, 2016. Governor and Executive Council also approved the transfer of \$860,000 from DHHS on April 19, 2017, into DoIT on May 3, 2017 to support this amendment. Funds are 29% Federal Funds, 39% Other Funds, and 32% General Funds.

Funds are available in the following accounts in State Fiscal Year 2017 and anticipated to be available in State Fiscal Years 2018 through Fiscal Year 2022 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 Governor and Executive Council approval, if needed and justified.

05-95-94-940010-6272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH Electronic Health Record Pharmacy and Scanning Module (60% Federal Funds, 40% General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2016	.034/500099	Major IT Systems	\$420,415	\$0	\$420,415
		Sub Total	\$420,415	\$0	\$420,415

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY DEPARTMENT OF, IT FOR DHHS (29% Federal Fund, 39% Other Funds, 32% General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	038/509038	Technology - Software	\$173,949	\$660,000	\$833,949
2018	038/509038	Technology - Software	\$305,942	\$0	\$305,942
2019	038/509038	Technology - Software	\$321,239	\$0	\$321,239
2020	038/509038	Technology - Software	\$337,301	\$0	\$337,301
2021	038/509038	Technology - Software	\$354,166	\$0	\$354,166
2022	038/509038	Technology - Software	\$154,948	\$0	\$154,948
		Sub Total	\$1,647,645	\$660,000	\$2,307,645

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (29% Federal Fund, 39% Other Funds (Provider Fees) & 32% General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	022/500257	Rents, Leases, Other than State	\$69,427	\$0	\$69,427
2018	022/500257	Rents, Leases, Other than State	\$138,854	\$17,294	\$156,148
2019	022/500257	Rents, Leases, Other than State	\$138,854	\$17,294	\$156,148
2020	022/500257	Rents, Leases, Other than State	\$138,854	\$17,294	\$156,148
2021	022/500257	Rents, Leases, Other than State	\$138,854	\$17,294	\$156,148
2022	022/500257	Rents, Leases, Other than State	\$57,857	\$7,204	\$65,061
		Sub Total	\$682,700	\$76,380	\$759,080

05-95-94-940010-8750 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH-FACILITY/PATIENT SUPPORT (29% Federal Fund, 39% Other Funds (Provider Fees) & 32% General Funds)

State Fiscal Year	Class /Object	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2018	102/500731	Contracts for Prog Svc	\$0	\$19,662	\$19,662
		Sub Total	\$0	\$19,662	\$19,662
		TOTAL	\$2,750,660	\$766,042	\$3,506,702

EXPLANATION

The requested action is a sole source amendment to the original contract approved by G&C November 4, 2015. Because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services to complete the integration of the various software products. New Hampshire Hospital currently uses, or is in the process of implementing, the following integrated Netsmart products:

- Practice Management (for scheduling and billing)
- Client Fund Management (for patient tracking)
- Clinical Workstation (for patient health records and treatment planning)

The contract approved November, 2015 added:

- Pharmacy Management
- Electronic Medication Administration records (eMAR)
- Enterprise Content Management and Document Imaging solution

The amendment approved December, 2016 added:

- Automated Medicine Dispensing for the Closed Loop Medicine Management System

The requested action adds the implementation of and support for pharmacy bar code scanning and printing, training, report design and development, business workflow assessment and improvements and onsite support during the days following implementation. It also adds the capability for New Hampshire Hospital to send and receive direct, secure patient information to and from medical and mental health providers, minimizing the need to print, fax, and/or mail patient information.

New Hampshire Hospital has invested in Netsmart Technologies licensed software and services to implement an integrated electronic health record, pharmacy order entry and fulfillment, pharmacy management, document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows supported by the integrated solution. All Netsmart solutions implemented by New Hampshire Hospital are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution will support continued Joint Commission accreditation and increase the quality of patient care and coordination.

New Hampshire Hospital did not seek to competitively bid this amendment because the hospital is presently in the midst of a multi-phase implementation that includes the scope of the original contract. Once the implementation is completed, the anticipated benefits of the integrated solution will begin to be realized.

With this amendment New Hampshire Hospital will have an operational, fully integrated medical record, closed loop medical management system and the ability to interact with community providers and hospitals through secure, direct messaging. This will enable New Hampshire to satisfy the goals of the implementation, which are to:

- Improve Patient Care and Safety: All staff involved in the care of the patients will have access to parts of the patient records critical to their area of responsibility. Information within the record will be current and quickly accessible. Treatment plans and orders will be clear and easily understood.
- Streamline business and patient care processes: By reducing duplication of effort and data capture, validation of handwritten orders and treatment notes, waiting for or locating paper information and patient charts.

- Evidence Based Outcomes: Measures integrated into the system will provide proven and effective direction for treatment planning, medication management, and discharge planning. Specific data collected over a period of time, across a number of patients, will be processed, evaluated and compared to best practices measuring treatment effectiveness.

Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2017, and the Department shall not be liable for any payments for services provided after June 30, 2017, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2018-2019 biennium.

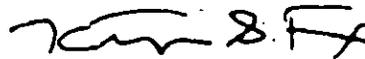
Should the Governor and Executive Council not approve this request, New Hampshire Hospital may be unable to achieve complete execution of a fully-integrated electronic medical record and closed Loop Medication Management Solution which could result in a reduction of federal reimbursements.

Area Served: New Hampshire Hospital.

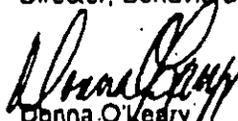
Source of Funds: 01-03-03-030010-7695: 29% Federal Funds, 39% Other Funds, and 32% General Funds; 05-95-94-940010-8750: 29% Federal Funds (Social Security Act, Section 1923, Payment for Inpatient Hospital Services Furnished by Disproportionate Share Hospitals), 39% Other Funds (Provider Fees) & 32% General Funds, 05-95-94-940010-8750: 29% Federal Funds, 39% Other Funds, and 32% General Funds.

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

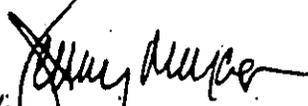
Respectfully Submitted,



Katja S. Fox
Director, Behavioral Health



Donna O'Leary
Chief Information Officer



Approved by:
Jeffrey A. Meyers
Commissioner



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-733-2964
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**Denis Goulet
Commissioner**

May 23, 2017

**Jeffrey A. Meyers
Commissioner
Department of Health and Human Services
State of New Hampshire
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 amend a sole source contract with Netsmart Technologies, Inc. as described below and referenced as DoIT No. 2016-032B.

The purpose of this amendment is for the provision of hardware, licensed software and professional services as part of the New Hampshire Hospital Electronic Health Record, Pharmacy Management and Health Information Technology Solution. The requested action also adds the implementation and support for pharmacy bar code scanning and printing, training, report design and development, business workflow assessment and improvements and onsite support. With this amendment, NH Hospital will have an operational, fully integrated medical record, closed loop medical management system and the ability to interact with community providers and hospitals through secure, direct messaging.

The price limitation will increase by \$756,042 from \$2,750,660 to \$3,506,702 effective upon Governor and Council approval. The contract completion date of November 30, 2021 remains unchanged.

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
2016-032B, RID #20495

cc: Bruce Smith, IT Manager

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF BEHAVIORAL HEALTH

Jeffrey A. Meyers
Commissioner

Katja S. Fox
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9622 1-800-852-3343 Ext. 9622
Fax: 603-271-8431 TDD Access: 1-800-735-7964 www.dhhs.nh.gov

December 5, 2016

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 Behavioral Health, New Hampshire Hospital to amend a sole source agreement with Netsmart Technologies, Inc. (Vendor #163804), 4950 College Boulevard, Overland Park KS 68211 for the provision of Automated Dispensing Machines as part of the Closed Loop Medication Management Solution by increasing the price limitation by \$2,330,245 from \$420,415 to \$2,750,660 and extending the contract completion date from December 31, 2016 to November 30, 2021. Governor and Executive Council approved the original agreement on November 4, 2015 (item #9). Source of Funds: 34% Federal Funds, 33% General Funds and 33% Other Funds.

Funds are available in the following account in State Fiscal Year 2017 and anticipated to be available in State Fiscal Years 2018 through Fiscal Year 2022 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 Governor and Executive Council approval, if needed and justified.

**05-95-94-940010-5272 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, NHH
Electronic Health Record Pharmacy and Scanning Module (60% Federal Funds,
40% General Funds)**

Fiscal Year	Class/ Object	Class Title	Current Budget	Incr (Decr)	Revised Budget
2018	034/500099	Major IT Systems	\$420,415	0	\$420,415

**01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPARTMENT
OF, INFORMATION TECHNOLOGY DEPARTMENT OF, INFORMATION TECHNOLOGY
DEPARTMENT OF, IT FOR DHHS (29% Federal Fund, 39% Other Funds, 32% General Funds)**

Fiscal Year	Class/ Object	Class Title	Current Budget	Incr (Decr)	Revised Budget
2017	038/509038	Technology - Software		\$173,849	\$173,849
2018	038/509038	Technology - Software		305,842	305,842
2019	038/509038	Technology - Software		321,239	321,239
2020	038/509038	Technology - Software		337,301	337,301
2021	038/509038	Technology - Software		354,168	354,168
2022	038/509038	Technology - Software		154,848	154,848
				\$1,647,545	\$1,647,545

**05-95-94-940010-8760 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND
HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL,
NHH-FACILITY/PATIENT SUPPORT (29% Federal Fund, 39% Other Funds (Provider
Fees) & 32% General Funds)**

Fiscal Year	Class/ Object	Class Title	Current Budget	Incr (Decr)	Revised Budget
2017	022/500257	Rents, Leases, Other than State		\$69,427	\$69,427
2018	022/500257	Rents, Leases, Other than State		\$138,854	\$138,854
2019	022/500257	Rents, Leases, Other than State		\$138,854	\$138,854
2020	022/500257	Rents, Leases, Other than State		\$138,854	\$138,854
2021	022/500257	Rents, Leases, Other than State		\$138,854	\$138,854
2022	022/500257	Rents, Leases, Other than State		\$57,857	\$57,857
				\$682,700	\$682,700

TOTAL:	\$2,750,660
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EXPLANATION.

The requested action is a sole source amendment to the original contract approved by G&C November 4, 2015. Because of the proprietary nature of the contract, Netsmart Technologies is the only vendor able to perform the scope of services to complete the integration of the various software products. New Hampshire Hospital currently uses the following integrated Netsmart products:

- Practice Management (for scheduling and billing)
- Client Fund Management (for patient tracking)
- Clinical Workstation (for patient health records and treatment planning)

The contract approved November, 2015 added:

- Pharmacy Management
- Electronic Medication Administration records (eMAR)
- Enterprise Content Management and Document Imaging solution

The requested action adds the implementation of and support for enhanced medication dispensing units to the Netsmart Closed Loop Medication Management capabilities of the Netsmart solution. New Hampshire Hospital has invested for several years with Netsmart Technologies to implement an integrated electronic health record, pharmacy order entry and fulfillment, and document imaging solution. The investment goes beyond software to include hospital staff training for clinicians, social workers, nursing and rehabilitation, as well as the development of new business processes and workflows specific to the Netsmart solution. All Netsmart solutions implemented by New Hampshire Hospital are packaged (not custom) software solutions configured to meet Hospital and Joint Commission requirements. A fully integrated solution will support continued Joint Commission accreditation and increase the quality of patient care and coordination.

The requested amendment also consolidates into a single agreement all systems maintenance and support services for the above listed Netsmart software solutions licensed by New Hampshire Hospital.

New Hampshire Hospital did not seek to competitively bid this amendment because the hospital is presently in the midst of a multi-phase implementation that includes the scope of the original contract. Once the implementation is completed, the anticipated benefits of the integrated solution will begin to be realized.

Automated dispensing devices are an accurate and timely distribution of medications to patients. Netsmart provides a mechanical system that performs operations relative to storage, packaging, counting, labeling and dispensing of medications while collecting appropriate controls and maintaining all transaction information.

A Closed Loop Medication Management Solution is a fully electronic medication management process in which all relevant information is documented seamlessly. The system features comprehensive tools for those involved in medication delivery whether ordering, verifying, dispensing or administering medications.

Once the patient's electronic medical record is entered into the system, the physician has the ability to access the record and enter the appropriate medication order into the system. The pharmacist will access the order to approve. The nurse will then have the ability access this information to ensure the medication has been approved by the pharmacist. The automated medication dispenser processes

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council

Page 4 of 4

the order and distributes the medication to the nurse. Once the medication has been distributed the Automated Dispensing Machine then interfaces with the Closed Loop Medication Management Solution to update the patient record.

The combination of a Closed Loop Medication Management Solution and the Automated Dispensing Machine reduces costs, increases patient safety, increases the quality of care, decreases liability and improves performance on accreditation.

Should the Governor and Executive Council not approve this request, New Hampshire Hospital may be unable to achieve complete execution of the Closed Loop Medication Management Solution which could result in a reduction of federal reimbursements.

Source of Funds: 60% Federal Funds, 40% General Funds (954010-5212) and 28% Federal Fund, 39 % Other Funds (Provider Fees) & 32% General Funds (94010-8750)

Area Served: New Hampshire Hospital

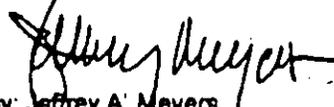
Respectfully Submitted,



Katja S Fox
Director, Behavioral Health



Donna O'Leary
Chief Information Officer



Approved by: Jeffrey A. Meyers
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

December 5, 2016

Jeffrey A. Meyers
Commissioner
Department of Health and Human Services
State of New Hampshire
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 amend a sole source contract with NetSmart Technologies, Inc. as described below and referenced as DoIT No. 2016-032A.

The purpose of this amendment is to add the implementation of and support for enhanced medication dispensing units to the NetSmart Closed Loop Medication Management capabilities of the current NetSmart solution. In addition, this amendment will consolidate into a single agreement all systems maintenance and support services for the NetSmart software solutions licensed by New Hampshire Hospital listed below:

- Practice Management (for scheduling and billing)
- Client Fund Management (for patient tracking)
- Clinical Workstation (for patient health records and treatment planning)
- Pharmacy Management
- Electronic Medication Administration records (eMAR)
- Enterprise Content Management and Document Imaging solution

The total funding amount is not to exceed \$2,750,660 and is effective upon the date of Governor and Executive Council approval through November 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/gk
2016-032A
RID #19708
cc: Bruce Smith, IT Manager



Nicholas A. Tompase
Comptroller

Steven J. Kallaber
Acting Chief Information
Officer/Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF INFORMATION SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3267
603-271-6100 1-800-632-3348 Ext. 6100
Fax: 271-4912 TDD Access: 1-800-735-2384 www.dhhs.nh.gov

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September 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, Office of Information Services, to enter into a sole source agreement with Netsmart Technologies, Inc., 3500 Sunrise Highway, Suite D122, Great River, New York 11739 (Vendor #1163804), for electronic health record services, specifically for the implementation of a Pharmacy Management Solution, an Electronic Medication Administration Record, and an Enterprise Content Management solution, for an amount not to exceed \$420,414.76, effective upon Governor and Executive Council approval through December 31, 2016. 100% Capital Funds.

Funds are available in the following account for State Fiscal Year 2016 and State Fiscal Year 2017, with authority to adjust encumbrances between State Fiscal Years through the Budget Office without further approval from the Governor and Executive Council, if needed and justified.

05-95-94-940030-5272 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NHH ELECTRONIC HEALTH RECORD PHARMACY AND SCANNING MODULE

State Fiscal Year	Class/Object Code	Class Title	Amount
2016	034/500099	Capital Projects	\$420,414.76
2017	034/500099	Capital Projects	\$0.00
TOTAL:			\$420,414.76

EXPLANATION

The Requested Action is identified as sole source because New Hampshire Hospital currently uses the following Netsmart's Axxar Products:

- Practice Management (Scheduling and Billing)
- Client Fund Management (Patient Banking)
- Clinical Work Station

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council

September 30, 2015

Page 2

The purpose of the Agreement is for Netsmart Technologies, Inc. to implement the next phase in automating New Hampshire Hospital ("NHH") operations, Electronic Health Records ("EHR"), which will greatly enhance the provision of services and further assure the safety of the patients that are served by the hospital. Currently, all orders, clinical notes, admission and discharge history and care plans are transcribed and filed away. Much duplication of effort, chance for transcription errors, possible mistakes and delays waiting for discharge orders and cost of storage will be reduced and/or eliminated in some cases if all patient documentation is automated.

This action is part of an approved capital budget request for New Hampshire Hospital to implement RxConnect and Document Imaging services.

Justification of adding RxConnect Services and Document Imaging Services to the New Hampshire Hospital Electronic Health Record (EHR) software is as follows:

RxConnect Implementation Services

Currently, New Hampshire Hospital uses two vendors for management and administration of medicines. Moving to a single vendor solution will provide for a fully integrated Closed Loop Medication Management solution, which provides the following benefits:

1. Reduced costs. Over 2 years' time, the Return On Investment of the new system will exceed the investment costs in this contract. The two vendor solution required customized interfaces, rather than full two way integration. The interfaces have proven costly to maintain and limited upgrades to more current functionality several times in the past. The ongoing annual maintenance costs of the current pharmacy system are within 30% of the total cost of the new pharmacy software license, services, and annual support.
2. Increased patient safety. Safe and precise prescribing, prescription fulfillment, and administration of medications are critical to patient safety. Industrywide, medication errors are a leading cause of errors which put patients at severe risk. The process should be fully integrated in order to ensure that all three clinicians are using identical, current, and accurate information. The fully integrated new system will provide for full two way exchange of information between prescribers who order medications, pharmacists who fulfill the orders, and nurses who administer the medications. The current system is interfaced and does not provide full integration for complete two way flow of information. The new system is provided by a single vendor with total control over the integrated components. This provides for a better integrated, higher quality solution increasing the safety of patients.
3. Increased quality of care. Quality is improved when the process and tools provide for reduced errors and better access to critical information. An integrated system provides all constituents with immediate and current information without manual workarounds to fill gaps from the lack of full closed loop information flow.
4. Decreased liability. Medication errors in hospitals lead to millions of injuries, illnesses, and deaths worldwide each year. These errors are responsible for a large percentage of legal claims made against practitioners and hospitals. Some studies have cited that 25 percent of claims settled by healthcare providers were due to errors in the prescribing and administering of medications. Rigorous, airtight medication management practice minimizes risks to prevent hospitals from becoming entangled in costly, time-consuming litigation or investigations that can harm their reputation.
5. Improved performance on accreditation. A closed-loop medication management system is an important key to achieving the quality outcomes required by Joint Commission International (JCI) accreditation.

ICI places extreme emphasis on medication safety and supports the implementation of standards and systems that reduce risks for adverse effects.

Document Imaging Implementation Services

Currently, New Hampshire Hospital uses an electronic health record system in tandem with paper records stored in files. The paper records are not accessible from the electronic system and cannot be accessed by multiple clinicians in different locations at the same time. The intent of the electronic system is to begin scanning and storing all paper files so that a single unified electronic patient medical record is available to all appropriate users at all times. From the point of intake, billing and patient information will be captured and available wherever it may be needed in the future. During treatment, the formerly paper portions of the record will be captured and linked to the patient record so that all stakeholders in treatment and billing processes have the information they need, when they need it. The electronic document management component fills the final major gap in the New Hampshire Hospital Electronic Health Record (EHR) system. This essentially has the same benefits as listed above, although part of a different process, as follows:

1. Reduced costs. The new system will eliminate wasted time looking for potentially hundreds of pieces of paper per patient. This time is costly when considering the costs of doctors, nurses, billers, pharmacists, and other stakeholders in the process. This time is quantifiable and numerous studies have shown electronic document management in the medical environment such as an inpatient hospital is a way of reducing the cost of care. Costs can also be eliminated from reducing wasteful and sometimes redundant steps during care which can happen when providers lack timely access to updated and accurate information. Something as simple as access to insurance documents can prevent costly and wasteful courses of treatment.
2. Increased patient safety. Clinicians need accurate and immediate access to patient information in order to provide safe and effective treatment. In the current system, the paper portions of the chart exist only in one place and at any given point in time could be in the possession of only one person. Healthcare today is a team effort and many stakeholders often need access to the entire health record. Electronic Document Management will make this possible. Paper can also get lost, creating information gaps which could put patients at risk.
3. Increased quality of care. Quality is improved when the process and tools provide for reduced errors and better access to critical information. An integrated system provides all constituents with immediate and current information without manual workarounds to fill gaps from the lack of access to information. Electronic information is also a critical input to systems which inform better care such as predictive analytics and other reports and tools. None of these solutions can be fed from data which exists on paper.
4. Decreased liability. Liability can be decreased by improving quality, improving processes which inform care, and decreasing gaps in information which could put patients at risk. As explained above, electronic document management will provide more complete and timely access to information required to provide effective and safe treatments. There have been dozens of studies that point out liability risks from paper charts and gaps in information caused by lack of access to portions of the chart.
5. Improved performance on accreditation. A complete electronic health record is rapidly becoming a baseline expectation of accrediting bodies. While they do not actually require the module itself, the benefits provided as listed above are the cornerstones of accreditation and the system will facilitate processes which all support accreditation.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council

September 30, 2015

Page 4

EHR will provide a single source entry point for all patient information, use an evidence based approach to requesting medications and medical procedures, fingertip retrieval of all pertinent patient information including readmissions that will save needed time to handle other admissions. Operating and staffing costs will be lowered once operational allowing NHH to reallocate those funds to direct care needs.

NHH has successfully implemented the core of an enterprise EHR. Elements of the EHR that have been implemented include:

- Census, administrative functionality and reporting are in the core of practice management at NHH;
- Pharmacy management is in place;
- Order entry has been installed and implementation continues;
- Client Funds Management successfully accounts for patient banking; and
- HL7 interfaces extend integration of the EHR to all of these elements.

It is critical to incorporate updated, efficient processes to improve patient care, embrace the recovery model of treatment for return to the community and introduce centralization and standardization to treatment and business processes at NHH. The solution will be the implementation of a system-wide EHR.

The EHR project is submitted in the DHMS Agency IT Plan and is consistent with the Statewide Information Technology Plan. The EHR will have beneficial impact to outside agencies by providing a consistent format of discharge plans, medication reviews, timely response to inquiries on treatment activities and the ability to electronically transmit requested data without the need to retrieve charts and copy or scan requested information. In addition, regulatory oversight agencies will find better documentation of clinical and financial activities available in real time during surveys and audits.

Should Governor and Executive Council determine to not approve this Agreement, New Hampshire Hospital will be unable to achieve complete execution of the Electronic Health Records (EHR), which could result in the following consequences:

- Without integrated pharmacy systems, New Hampshire Hospital will be unable to achieve complete execution of the Electronic Health Records (EHR), which could result in a reduction of federal reimbursements under rules established for the Medicare program.
- The Hospital does not currently have an integrated pharmacy software system, which makes meeting the requirements of federal regulations and accreditation standards much more labor intensive, error prone and challenging. The Centers for Medicare and Medicaid Services Conditions of Participation (Code of Federal Regulations, Title 42 482.25) requires pharmacy services that meet the needs of patients through the safe management, administration, and delivery of services including information on therapies and interactions in accordance with accepted professional principles. In addition, The Joint Commission, the Hospital's accrediting entity, has multiple standards on medication management.
- Medication dispensing is an error prone process. For improved accuracy and safety, medication dispensing machines are planned and budgeted for as part of medication management. Without RxConnect, these dispensing machines cannot directly interface with the current pharmacy software system.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council

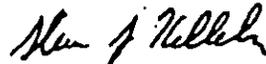
September 30, 2015

Page 5

Source of Funds: 100% General Funds (Capital Budget)

Area Served: Statewide.

Respectfully submitted,



Steven J. Kelleher
Acting Chief Information Officer/Director

Approved by:



Nicholas A. Toumpas
Commissioner



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

77 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516, TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

October 16, 2015

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

Dear Commissioner Toumpas:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Netsmart Technologies, Inc. for the implementation of RxConnect Services and Document Imaging Services, as described below and referenced as DoIT No. 2016-032.

The purpose of this contract is to manage electronic health record and administration of medicines. This agreement with Netsmart will reduce costs, increase patient safety, increase quality of care, decrease liability, and improve performance on accreditation by providing a single source entry point for all patient information. The total funding amount is not to exceed \$420,414.76, and is effective upon the date of Governor and Executive Council approval through December 31, 2016.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/m
Contract # 2016-032

CC: Leslie Mason, DoIT