



THE STATE OF NEW HAMPSHIRE  
INSURANCE DEPARTMENT

21 SOUTH FRUIT STREET SUITE 14  
CONCORD, NEW HAMPSHIRE 03301

Christopher R. Nicolopoulos  
Commissioner

David J. Bettencourt  
Deputy Commissioner

October 28, 2022

The Honorable Karen Umberger, Chairman  
Fiscal Committee of the General Court and

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

**REQUESTED ACTION**

1. Pursuant to RSA 14:30-a, VI, authorize the New Hampshire Insurance Department to accept and expend \$280,000 of American Rescue Plan Act (ARPA) State Fiscal Recovery Funds (SFRF) to support the modernization of critical IT infrastructure to improve accessibility and scalability effective upon approval by the Fiscal Committee and Governor and Executive Council through June 30, 2023. This is an allowable use of ARPA SFRF funds under Section 602 (c)(1)(A) to respond to the public health emergency or its negative economic impacts. **100% Federal Funds.**
2. Pursuant to RSA 124:15 and contingent upon approval of Requested Action #1, authorize the Insurance Department to establish a Class 046 (Consultants) to enter into contracts for consulting services with various vendors effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. **100% Federal Funds.**

Funds are to be budgeted in FY2023 in the following account:

02-24-24-241010-NEWXXX<sup>1</sup>, ARPA NH Insurance Department Modernization and Efficiency,

Expense Class	Description	FY23 Current Budget	Requested Action	FY23 Adjusted Budget
041 - 500801	Audit Fund Set Aside	\$0	\$280	\$280
046 - 500464	Consultants	\$0	\$279,720	\$279,720
<b>Total Expenses</b>		<b>\$0</b>	<b>\$280,000</b>	<b>\$280,000</b>
<b>Revenue Class</b>				
000 - 400338-16	Federal Funds	\$0	\$280,000	\$280,000
<b>Total Revenue</b>		<b>\$0</b>	<b>\$280,000</b>	<b>\$280,000</b>

<sup>1</sup> All direct program costs will be accounted for using activity 00FRF602PH2401A and all administrative and indirect costs will be accounted for using activity 00FRF602PH2401Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

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### EXPLANATION

The State has experienced unprecedented pressure on its existing workforce, seeing staff shortages across agencies and increased wage competition with the private sector, as the negative effects of the COVID-19 health crisis continue to unfold. This reality has forced State agencies to attempt to operate with a high number of vacancies and find other means to adapt in order to achieve core responsibilities and required outcomes or deliverables.

This has resulted in the development of the State Workforce Efficiency Enhancement Program (SWEEP), an initiative focused on one-time investments in technology, systems, or other tools that will make it easier for State agencies to perform required functions over the long term as they adjust their roles and needs to the realities brought on by the pandemic and move toward a more sustainable staffing model that helps avoid burnout and encourages retention. This request is part of the overarching SWEEP effort.

The New Hampshire Insurance Department (NHID) has requested ARPA/SFRF funding for the purpose of modernizing the New Hampshire Insurance Department's IT infrastructure to improve consumer accessibility and scalability of key tools. The primary focus of this modernization effort will be NHID's website, moving it to the Drupal platform. This will allow NHID to improve its IT infrastructure and continue to develop its community, build accessibility to NH consumers, enhance on-line services, offer a friendly user interface, provide simple and convenient web-based tools for consumers and taxpayers, build and streamline online forms, and offers scalability to a future platform for digital citizen portal for taxpayers. This will ensure our workforce at NHID can continue to work from anywhere, minimizing interruptions of service and improving turnaround to NH citizens, consumers, and regulated entities, while also improving our overall operational budget. All outcomes will benefit New Hampshire citizens, especially at a time whereas a result of the pandemic the preference for in-person interaction has decreased.

We are requesting acceptance of this funding in the amount of \$280,000.00, to allow for the Department to modernize its website and upgrade its platform to Drupal during FY2023.

Funds are budgeted as follows:

Class 041 - Audit Fund Set-Aside - Pay for mandatory audit fees

Class 046 - IT Consultants: hire professional services for the following:

- Project Plan
- Personas
- Journey Maps
- Strategy and sitemaps
- Content review
- Contact gap analysis
- SEO and Web Audit/Strategy/Plan
- SEO META Implementation
- Design, Configuration and Development

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- Go Live/Deployment/Post-Launch and QA
- Project management
- Contingency work
- Additional Optional Content Development

**The following information is provided in accordance with the Comptroller's instructions memorandum dated September 21, 1981.**

- 1. Personnel involved:** Temporary consultants.
- 2. Nature, Need and Duration:** for the purpose of hiring independent professional services to design and implement the critical migration of the existing website to Drupal 9 or higher, a compliant platform that provides a more secure and available environment, while leveraging opportunities for efficiency and process improvement.
- 3. Relationship to existing agency programs:** Builds upon New Hampshire Insurance Department's ongoing efforts prior to and in response to the COVID-19.
- 4. Has a similar program been requested of the legislature and denied?** No.
- 5. Why wasn't funding included in the agency's budget request?** It was not known at the time that the New Hampshire Insurance Department would be applying for American Rescue Plan Act (ARPA) State and Local Fiscal Recovery Funds (SFRF).
- 6. Can portions of the grant funds be utilized?** This request is 100% federally funded.
- 7. Estimate the funds required to continue these positions:** \$0.00. The temporary consulting positions will not be continued beyond the time frame of the ARPA SFRF.

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

Respectfully submitted,

  
Christopher R. Nicolopoulos, Esq.  
Commissioner

Enclosure