

JH



ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857

49



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

March 8, 2023

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

REQUESTED ACTION

Authorize New Hampshire Employee Security (NHES) to amend an existing **sole source** contract with Fairfax Data Systems, Inc. (VC#264180), New Milford, CT, in order to complete upgrades of NHES's Electronic Document Management System (EDMS) software, update Datacap and FileNet to current version, and to provide one additional year of maintenance and support for such software, by increasing the price limitation by \$18,000 from \$210,000 to \$228,000 and extending the completion date from March 31, 2023 to March 31, 2024, effective upon Governor and Council approval. The original contract was approved Governor and Council on April 20, 2022, Item #58. 100% Federal Funds.

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2023</u>
10-02700-80400000-038-500175	Computer Software upgrade/support	\$18,000.00

EXPLANATION

NHES is requesting approval of the attached amendment to a **sole source** contract for all phases of enhancements and upgrades of the *FileNet and Datacap* software suite. *FileNet* and *Datacap* solutions are customized pieces of software specific to NHES and are part of NHES's most critical system, New Hampshire Unemployment Insurance System (NHUIS). These customized pieces of software allow staff and customers to view uploaded documents relevant to a claim for unemployment benefits. Ordinarily, the importance of uploaded documents is confined to appeals and collections related matters, both of which are relatively low volume compared to the overall number of unemployment claims. However, during the pandemic, the necessity for customers to upload documents in connection with Federal pandemic programs increased to a volume never before experienced. Fairfax has performed all custom work, upgrades, and support of these two critical applications since 2016 and is currently in the process of completing upgrades to both applications which were complicated because of the pandemic era volume but are essential in order for these applications to be supported going forward in the future.

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov

This one-year extension of support and maintenance along with completion of necessary upgrades with Fairfax is critical to allow this work to continue without interruption and be completed as expeditiously as possible to avoid any disruption of services to the claim filing public.

It is the Department's intent, if this extension is approved, to reevaluate the necessity of these programs going forward as the Department continues to explore cloud-based options for the unemployment benefit system.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "George N. Copadis", written in a cursive style.

George N. Copadis
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/doiit

Denis Goulet
Commissioner

February 16, 2023

George N. Copadis, Commissioner
New Hampshire Employment Security
State of New Hampshire
45 South Fruit Street
Concord, NH 03301

Dear Commissioner Copadis:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend a current contract with Fairfax Data Systems Inc., New Milford, CT as described below and referenced as DoIT No. 2022-129A.

The purpose of this request is to amend the current contract with Fairfax Data Systems Inc.. Fairfax will provide NHES support services related to the NHES custom FileNet and Data Cap environments. These two custom pieces of software are specific to the NHES applications.

The Price Limitation will increase by \$18,000, from \$210,000 to \$228,000, and the Completion Date shall be extended for one year, effective upon the date of Governor and Executive Council approval through March 31, 2024.

A copy of this letter should accompany the Department of Employment Security's submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in cursive script, appearing to read "Denis Goulet".

Denis Goulet

DG/ik
DoIT No. 2022-129A
cc: Bill Laycock, DoIT

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (“EDMS”) UPGRADE**

CONTRACT AMENDMENT #1

WHEREAS, New Hampshire Employment Security (“NHES”) and Fairfax Data Systems, Inc. (“Fairfax”) (collectively the “Parties”) are parties to a Contract approved by Governor and Council (4/20/2022, Item #58) to upgrade NHES’s Electronic Document Management System (“EDMS”) software, Datacap and FileNet, to current versions and provide one year of maintenance and support for such software.

WHEREAS, the terms of the Contract provide that the Contract may only be amended by an instrument in writing, signed by the Parties (P-37 – General Provisions, Section 17).

WHEREAS, the Contract is set to expire on March 31, 2023.

WHEREAS, the Contract further provides that the Term may be extended up to One (1) year, subject to the Parties prior written agreement on applicable fees for each extended Term, up to but not beyond March 31, 2024 under the same terms and conditions, subject to approval of the Governor and Executive Council (Exhibit A – Special Provisions, Section A.1).

WHEREAS, Fairfax has begun, but not yet completed, the upgrades to the Datacap and FileNet software as described in Exhibit B – Statement of Work, and will not complete such services before March 31, 2023, but has otherwise performed satisfactorily.

WHEREAS, the Parties wish to exercise the extension provision to allow Fairfax to complete the Datacap and FileNet software upgrades and to provide an additional year of maintenance and support services.

NOW, THEREFORE, the Parties agree as follows:

Table 1 – Modifications to Deliverables

Contract	AMENDED TEXT
Form P-37 General Provisions Section 1.7 Completion Date	Amend Section 1.7 of the Agreement by extending the Completion Date to March 31, 2024.
Exhibit B Statement of Work	Amend Exhibit B Statement of Work by adding a deadline of December 31, 2023 for completion of the FileNet and Datacap Upgrades as follows:

Contractor Initials ZG
Date Feb 15, 2023

EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES

The Statement of Work, Business and Technical Requirements, and Deliverables are set forth below:

STATEMENT OF WORK

Fairfax will provide the following services:

FileNet and Datacap Upgrades

1. Meetings to discuss the FileNet and Datacap upgrades.
2. Team members to include a FileNet Subject Matter Expert (“SME”), Datacap SME, Technical Lead and a Project Manager.
3. Installation, configuration and testing of Datacap software for the UAT environment:
 - a. Fairfax will lead the installation of the configured system while working alongside NH DoIT resources to ensure that proper knowledge transfer activities are established and executed properly.
 - b. Before installation begins, preparation of install, such as VPN, infrastructure testing, downloading of software will be conducted.
 - c. Installation will consist of installing Datacap Task Master Server, Rulerunner server, Datacap Navigator and test workstation Datacap clients.
 - d. All Datacap components will be tested to ensure that the installation was done correctly and each component works and communicates correctly.
 - e. Documentation of server configuration unique to the install will be provided.
4. Testing will begin as provided in the Work Plan. There will be two levels of testing:
 - a. Configuration testing and System testing will be conducted with NH DoIT staff with limited Fairfax IT staff assistance.
 - b. Environment Testing will be headed by NH DoIT staff.
5. Training business users and training documentation/cheat sheet will be provided.

The Contractor shall provide the following Training Services:

Fairfax will work collaboratively with NHES to develop and execute a training plan which will list the major differences between the current FileNet and Datacap and the upgraded versions. Fairfax will utilize a train-the-trainer approach for training end users.

The purpose of the training plan is to outline the scope, approach, resources, and schedule for training activities. The plan details the activities and tasks necessary to fulfill the training requirements of the project.

	<p>The objective of the test training plan is to provide a framework to guide the training activities and ensure staff receives the proper level of training to meet their business needs.</p> <p>Fairfax will train the business users on how to use the new scanning/indexing interface (Datacap) and the document retrieval process from FileNet. This will be a train the trainer concept and will involve training the core business users who will be responsible for training others within NHES. Fairfax will also provide a training document/cheat sheet to the business team which can be used train other business users by this core trained team.</p> <p>There will be two separate training sessions which will address the following:</p> <ul style="list-style-type: none"> • How to use the new FileNet interface. Currently, business users are using an interface called “WorkplaceXT” and the upgraded interface is called “IBM Content Navigator” (ICN). Trainers will walk them through the difference between these interfaces and show them how to use it. • How to use the new scanning/indexing application (Datacap)- The new scanning interface will be Datacap Navigator which is based on ICN and this is a browser based application. Currently, Datacap uses a thick client interface. The document management team will be trained on how to use it. There will be multiple sessions of this training with the users (train-the-trainer). <p>Fairfax will provide the materials necessary to facilitate the training.</p> <p>6. Post Go Live and 90 day warranty support. All issues should be identified within 30 days of PRD Go Live. Fairfax will provide remote support for 3 days for the Go Live process.</p> <p>7. All FileNet and Datacap Upgrade Services as described in 1-6 above shall be completed by December 31, 2023.</p>
<p>Exhibit B Section 7.1.1 The Contractor’s Contract Manager</p>	<p>Amend Exhibit B Section 7.1.1 The Contractor’s Contract Manager by substituting Tobi Gebauer for Maureen Major as follows:</p> <p>7.1.1. The Contractor’s Contract Manager Contractor shall assign a Contract Manager who will be responsible for all Contract authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. Contractor’s Contract Manager is:</p> <p style="text-align: center;">Tobi Gebauer 860-354-4472 x113 rfp@fairfaxdatasystems.com</p>

<p>Exhibit B Section 7.1.4 The Contractor's Additional Key Project Staff</p>	<p>Amend Exhibit B Section 7.1.4 The Contractor's Additional Key Project Staff by substituting Jake Vidunas for Pradeep Chalil Padinhare as follows:</p> <p style="text-align: center;">7.1.1. The Contractors Additional Key Project Staff</p> <p>The State considers the following individuals to be Key Project Staff for this Project:</p> <p style="text-align: center;">Jake Vidunas - Architect Dennis San Lucas – Project Manager / FileNet SME Betsy James – Datacap SME</p> <p>The State reserves the right to require removal or reassignment of Key Project Staff who are found unacceptable to the State. Contractor shall not change Key Project Staff commitments without providing the State written notice and obtaining the prior written approval of the State. State approvals for replacement of Key Project Staff will not be unreasonably withheld. The replacement Key Project Staff shall have comparable or greater skills than Key Project Staff being replaced.</p>																												
<p>Exhibit B Section 7.2.2 The State Project Manager</p>	<p>Amend Section 7.2.2 by substituting Leta Dalrymple for Judy Forsyth as follows:</p> <p style="text-align: center;">7.1.1. The State Project Manager</p> <p>The State shall assign a Project Manager. The State's Project Manager is:</p> <p>Leta Dalrymple 603-228-4011 Leta.Y.Dalrymple@nhes.nh.gov</p>																												
<p>Exhibit E Administrative Services Dispute Resolution</p>	<p>Amend Table E-1 as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">Table E-1.</th> </tr> <tr> <th colspan="4" style="text-align: center;">DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE</th> </tr> <tr> <th style="text-align: center;">LEVEL</th> <th style="text-align: center;">CONTRACT OR POINT OF CONTACT</th> <th style="text-align: center;">STATE POINT OF CONTACT</th> <th style="text-align: center;">CUMULATIVE ALLOTTED TIME</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Primary</td> <td>Suleman Emmanuel</td> <td>Brett Krochmal</td> <td>Five (5) Business Days</td> </tr> <tr> <td style="text-align: center;">First</td> <td>Dennis San Lucas</td> <td>Leta Dalrymple</td> <td>Ten (10) Business Days</td> </tr> <tr> <td style="text-align: center;">Second</td> <td>Betsy James</td> <td>Bill Laycock</td> <td>Fifteen (15) Business Days</td> </tr> <tr> <td style="text-align: center;">Third</td> <td>Mary Jane Carboni</td> <td>Bill Laycock</td> <td>Fifteen (15) Business Days</td> </tr> </tbody> </table>	Table E-1.				DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE				LEVEL	CONTRACT OR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME	Primary	Suleman Emmanuel	Brett Krochmal	Five (5) Business Days	First	Dennis San Lucas	Leta Dalrymple	Ten (10) Business Days	Second	Betsy James	Bill Laycock	Fifteen (15) Business Days	Third	Mary Jane Carboni	Bill Laycock	Fifteen (15) Business Days
Table E-1.																													
DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE																													
LEVEL	CONTRACT OR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME																										
Primary	Suleman Emmanuel	Brett Krochmal	Five (5) Business Days																										
First	Dennis San Lucas	Leta Dalrymple	Ten (10) Business Days																										
Second	Betsy James	Bill Laycock	Fifteen (15) Business Days																										
Third	Mary Jane Carboni	Bill Laycock	Fifteen (15) Business Days																										

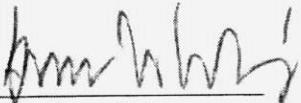
Table 2 – Modifications to Price Terms

Form P-37 General Provisions Section 1.8 Price Limitation	Amend Section 1.8 of the Agreement by increasing the Price Limitation from \$210,000.00 to \$228,000.00, an increase of \$18,000.00 as shown in the price breakdown provided at Exhibit C below.		
Exhibit C Section 10.1.1 Activities/ Deliverables /Milestones Pricing	Amend the price and payment table at Section 10.1.1 by adding the term of April 1, 2022 – March 31, 2023 to Deliverable 8 and adding Deliverable 9 as follows:		
	No.	Deliverable Description	Amount
	1	Kickoff & Analysis	\$28,000.00
	2	Install and Configure FileNet in DEV Environment	\$28,000.00
	3	Install and Configure Datacap in DEV Environment	\$30,000.00
	4	Upgrade in DEV Environment	\$25,000.00
	5	Install and Configure FileNet and Datacap in PROD Environment	\$25,000.00
	6	ECM Upgrade Completed in PRD	\$35,000.00
	7	Project Completion	\$21,000.00
	8	1 Year DataCap and FileNet Maintenance and Support – April 1, 2022 – March 31, 2023	\$18,000.00
	9	1 year Data Cap and FileNet Maintenance and Support – April 1, 2023 – March 31, 2024	\$18,000.00
		Total Cost	\$228,000.00

All other terms and conditions of the contract between NHES and Fairfax, as approved by Governor and Council on April 20, 2022, remain in effect.

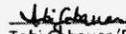
Contractor Initials *TC*
Date Feb 15, 2023

IN WITNESS WHEREOF, THE Parties have hereunto set their hands as of the day and year shown below.



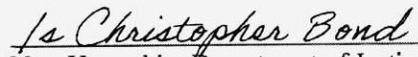
George N. Copadis, Commissioner
New Hampshire Employment Security

Date: 4/14/23



Tobi Gebauer (Feb 15, 2023 12:28 EST)
Tobi Gebauer, Operations Manager
Fairfax Data Systems, Inc.

Date: Feb 15, 2023



Christopher Bond
New Hampshire Department of Justice

Date: 3/3/23

Approved by the Governor & Executive Council

Date: _____

State of New Hampshire

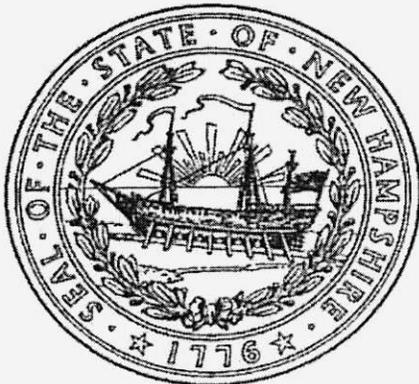
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that FAIRFAX DATA SYSTEMS, INC. is a Virginia Profit Corporation registered to transact business in New Hampshire on November 02, 2015. 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: 734131

Certificate Number: 0006118630



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 15th day of February A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State



February 16, 2023

Mr. Erik Bal, Counsel
New Hampshire Employment Security
45 South Fruit St.
Concord, NH 03301

Dear Mr. Bal,

Please see the attached Meeting Minutes dated June 30, 2022, in which Tobi Gebauer, our Operations Manager, has been given signing authority for Fairfax Data Systems, Inc. This letter confirms, that the signing authority granted has not been amended or revoked.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Suleman Emmanuel

Suleman Emmanuel (Feb 16, 2023 13:31 EST)

Suleman Emmanuel
President and COO
Fairfax Data Systems, Inc.
sulemanemmanuel@fairfaxdatasystems.com
(860) 354-4472 x101

**CONSENT TO ACTION WITHOUT MEETING OF THE BOARD OF
DIRECTORS**

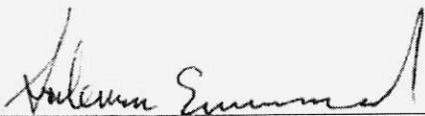
Written consent to action without meeting of the board of directors of Fairfax Data Systems, Inc. (the "Corporation") dated this 30th day of June, 2022.

Suleman Emmanuel and Kiran Emmanuel being all of the Board of Directors of the Corporation, consent to the following action:

RESOLVED, that Suleman Emmanuel and Kiran Emmanuel as owners and board of directors delegate authority to the Corporation's Operations Manager, Tobi Gebauer on the following terms and conditions:

The Operations Manager has the signing authority and may review and execute/bind on the company's behalf all contracts, agreements, and financial securities.

Including and not limited to the following: sign contracts, sign modifications, negotiate changes, administer orders, make payments, contract administration and sign offer letters.



Suleman Emmanuel (President and COO)



Kiran Emmanuel (Vice President and CEO)





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/4/2022

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 MVR Agency 477 Ashford Ave Ardley NY 10502	CONTACT NAME: Jennifer Rosenberry	
	PHONE (A/C, No, Ext): 914-693-3500	FAX (A/C, No): 914-693-3980
E-MAIL ADDRESS: Jrosenberry@mvragency.com		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Hartford Fire Insurance Co.	19682	
INSURER B: Hartford Accident & Indemnity	914	
INSURER C: Hartford Underwriters Ins. Co.	30104	
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES

CERTIFICATE NUMBER: 1964570898

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		16SBAAU1ZKT	12/12/2022	12/12/2023	EACH OCCURRENCE	\$ 2,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000
						MED EXP (Any one person)	\$ 10,000
						PERSONAL & ADV INJURY	\$ 2,000,000
						GENERAL AGGREGATE	\$ 4,000,000
						PRODUCTS - COM/OP AGG	\$ 4,000,000
							\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		16UECGC9195	12/12/2022	12/12/2023	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$
						PROPERTY DAMAGE (Per accident)	\$
							\$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		16SBAAU1ZKT	12/12/2022	12/12/2023	EACH OCCURRENCE	\$ 1,000,000
						AGGREGATE	\$ 1,000,000
							\$
A	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 <input checked="" type="checkbox"/> Y <input type="checkbox"/> N/A	16WECAT8GZ7	12/12/2022	12/12/2023	PER STATUTE	
						E.L. EACH ACCIDENT	\$ 1,000,000
						E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
						E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	Professional Liability		16TE0344046-22	12/12/2022	12/12/2023	Occ/Agg	3,000,000
A	Cyber Liability		16TE0344046-22	12/12/2022	12/12/2023	Aggregate Retention	3,000,000 10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Kiran Emmanuel & Suleman Emmanuel Excluded from workers compensation coverage.

CERTIFICATE HOLDER**CANCELLATION**

New Hampshire Employment Security
45 South Fruit Street
Concord NH 03104

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

Jennifer Rosenberry

© 1988-2015 ACORD CORPORATION. All rights reserved.



"We're working to keep New Hampshire working"

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

APR 07 '22

LEGAL SECTION
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



Handwritten initials and number 58

April 4, 2022

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

REQUESTED ACTION

To authorize New Hampshire Employment Security ("NHES") to enter into a Sole Source contract with Fairfax Data Systems, Inc., New Milford, CT, in a fixed-price contract in the amount of \$210,000.00 to upgrade NHES's Electronic Document Management System ("EDMS") software, Datacap and FileNet, to current versions and provide one year of maintenance and support for such software. Funding Source: 100% Federal Funds.

02-27-27-270010-8040 DEPT OF EMPLOYMENT SECURITY SFY 2022
10-02700-80400000-038-500175 Computer Software upgrade/support \$210,000.00

EXPLANATION

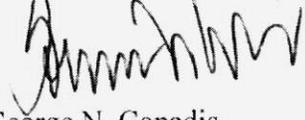
NHES is requesting approval of the attached Sole Source contract for all phases of enhancements and upgrades of the FileNet and Datacap software suite. FileNet and Datacap solutions are custom pieces of software specific to NHES and are part of NHES's most critical system, NHUIS. Fairfax has performed all custom work, upgrades, and support of these two critical applications since 2016. Because of this, Fairfax is familiar with these applications—more so than any other vendor or internal Department of Information Technology (DoIT) staff—and is able to provide continuity of service and support to NHES in a timely manner at a lower cost. This is particularly important given the exponential increase in documents being processed as a result of the increase in unemployment claims during the COVID-19 pandemic.

In this case, engaging Fairfax to upgrade the FileNet and Datacap applications will be more efficient and cost effective than engaging another vendor or issuing an RFP for new EDMS software. It would take six to eight months for a different vendor to attain the same knowledge level as Fairfax on these custom applications. A different vendor would also cost more based on the extra effort the vendor would have to utilize to become familiar with the software systems. NHES needs enhancements and upgrades to be made on these systems as soon as possible. Both applications are no longer supported by the publisher, IBM, and must be updated to the newest versions. If these are not made timely, NHES could potentially lose its FileNet and Datacap functionality and one of its most critical systems, NHUIS, would not be able to support the claimants and employers of New Hampshire.

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary aids and services are available upon request of individuals with disabilities.

Fax: (603) 228-4080 TDD/TTY Access: Relay NH 1-800-735-2964 Web site: www.nhes.nh.gov

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'George N. Copadis', written in a cursive style.

George N. Copadis
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

April 6, 2022

George N. Copadis, Commissioner
New Hampshire Employment Security
State of New Hampshire
45 South Fruit Street
Concord, NH 03301

Dear Commissioner Copadis:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contact with Fairfax Data Systems Inc., New Milford, CT as described below and referenced as DoIT No. 2022-129.

This request is to enter into a contract with Fairfax Data Systems Inc. to upgrade NHES's custom FileNet and DataCap Electronic Document Management System (EDMS) software.

The amount of the contract is \$210,000 and shall be effective upon the date of Governor and Executive Council approval through March 31, 2023.

A copy of this letter should accompany the Department of Employment Security's submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet", with a horizontal line extending to the right.

Denis Goulet

DG/ik
DoIT No. 2022-129
cc: Bill Laycock, DoIT



LEGAL SECTION
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

April 1, 2022

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

Dear Commissioner Goulet:

REQUESTED ACTION AND EXPLANATION

New Hampshire Employment Security ("NHES") requests CIO approval to enter into a contract with Fairfax Data Systems, Inc. ("Fairfax"), New Milford, CT. this is a fixed-price contract for \$210,000.00. Under this contract, Fairfax will upgrade NHES's FileNet and Datacap Electronic Document Management System ("EDMS") software. The contract also includes one-year maintenance and support of the EDMS software. This contract will be effective for 1 year and end on March 31, 2023. This contract shall be paid with 100% Federal Funds [AU 02-27-27-270010-80400000-038-500175].

This contract is **SOLE SOURCE**. Since 2016, Fairfax has made numerous modifications to integrate the EDMS software with the state's unemployment record systems "NHUIS" to off-the-shelf software purchased from IBM and maintained these critical applications. Engaging Fairfax to upgrade the FileNet and Datacap applications will be more efficient and cost effective than engaging another vendor or issuing an RFP for new EDMS software.

PRIOR RELATED ACTIONS

NHES first contracted with Fairfax to provide maintenance and support services for the EDMS software in 2016. The latest extension expires March 31, 2022 and a new contract is necessary to upgrade the system and continue maintenance and support services.

ALTERNATIVES AND BENEFITS

Failure to execute a new contract would leave NHES without a critical tool to manage unemployment benefit claims. Both applications are no longer supported by the publisher, IBM, and must be updated to the newest versions.

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary aids and services are available upon request of individuals with disabilities.

Fax: (603) 228-4080 TDD/TTY Access: Relay NH 1-800-735-2964 Web site: www.nhes.nh.gov

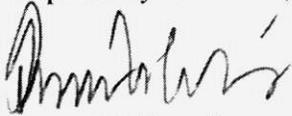
CONTACT PERSON:

Brett Krochmal
603-228-4181
Brett.Krochmal@doit.nh.gov

CERTIFICATION

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

Respectfully submitted,



George N. Copadis
Commissioner
NH Employment Security



STATE OF NEW HAMPSHIRE

New Hampshire Employment Security
Electronic Document Management System ("EDMS") Upgrade

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

TABLE OF CONTENTS

Contents

EXHIBIT A - SPECIAL PROVISIONS	9
EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES	18
1. STATEMENT OF WORK	18
2. BUSINESS / TECHNICAL REQUIREMENTS	20
3. ACTIVITY, DELIVERABLE, AND MILESTONE	20
4. DELIVERABLE REVIEW AND ACCEPTANCE	20
5. CHANGE ORDER	21
6. IMPLEMENTATION SERVICES	22
7. PROJECT MANAGEMENT	22
8. WORK PLAN	24
9. ACCEPTANCE & TESTING SERVICES	26
10. MAINTENANCE, OPERATIONS AND SUPPORT	27
11. DATA PROTECTION	30
12. SOFTWARE AGREEMENT	33
13. ADMINISTRATIVE SERVICES	33
14. TRAINING	33
15. MERCHANT CARD SERVICES	Error! Bookmark not defined.
16. TERMS AND DEFINITIONS	34
17. CONTRACTOR’S CERTIFICATES	34
EXHIBIT C – PRICE AND PAYMENT SCHEDULE	35
1. CONTRACT PRICE	35
2. TRAVEL EXPENSES	35
3. SHIPPING FEES	35
4. INVOICING	35
5. INVOICE ADDRESS	35
6. PAYMENT ADDRESS	36
7. OVERPAYMENTS TO THE CONTRACTOR	36
8. CREDITS	36

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

TABLE OF CONTENTS

9. PROJECT HOLDBACK.....	36
10. PAYMENT SCHEDULE.....	36
EXHIBIT D – SOFTWARE AGREEMENT.....	38
1. LICENSE GRANT.....	38
2. SOFTWARE TITLE.....	40
3. SOFTWARE AND DOCUMENTATION COPIES.....	40
4. RESTRICTIONS.....	40
5. VIRUSES.....	40
6. AUDIT.....	41
7. SOFTWARE NON-INFRINGEMENT.....	41
8. CONTROL OF ALL COMPONENT ELEMENTS.....	42
9. CUSTOM SOURCE CODE.....	42
10. SOFTWARE ESCROW.....	42
EXHIBIT E – ADMINISTRATIVE SERVICES.....	44
1. DISPUTE RESOLUTION.....	44
2. ACCESS AND COOPERATION.....	44
3. RECORD RETENTION.....	44
4. ACCOUNTING.....	45
5. AUDIT.....	45
6. MISCELLANEOUS WORK REQUIREMENTS.....	45
EXHIBIT F – TERMS AND DEFINITIONS.....	48
EXHIBIT G – AGENCY ATTACHMENTS AND CONTRACTOR CERTIFICATES.....	53
1. AGENCY ATTACHMENTS.....	53
2. CONTRACTOR CERTIFICATES.....	53

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

FORM NUMBER P-37 (version 12/11/2019)

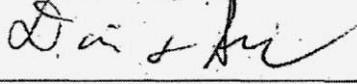
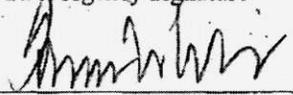
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name New Hampshire Employment Security		1.2 State Agency Address 45 South Fruit Street, Concord, NH 03301	
1.3 Contractor Name Fairfax Data Systems, Inc.		1.4 Contractor Address 30 Bridge St., Suite 300, New Milford, CT 06776	
1.5 Contractor Phone Number 860-354-4472	1.6 Account Number	1.7 Completion Date March 31, 2023	1.8 Price Limitation \$210,000.00
1.9 Contracting Officer for State Agency George N. Copadis, Commissioner		1.10 State Agency Telephone Number 609-228-4000	
1.11 Contractor Signature  Date: 3/31/2022		1.12 Name and Title of Contractor Signatory David L. Sress, CEO	
1.13 State Agency Signature  Date: 4/1/2022		1.14 Name and Title of State Agency Signatory George N. Copadis, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: /s/ Stacie M. Maeser On: April 7, 2022			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the

Page 5 of 53

Contractor Initials: JJA

Date: 3/31/2020

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule unless changes are mutually agreed as provided in Section 17;

8.1.2 failure to submit any report required hereunder unless changes are mutually agreed as provided in Section 17; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement unless changes are mutually agreed as provided in Section 17.

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

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers,

Page 6 of 53

Contractor Initials: DJA

Date: 3/31/2022

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

Page 7 of 53

Contractor Initials: DJA

Date: 3/31/2022

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall

in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

EXHIBIT A - SPECIAL PROVISIONS

The terms outlined in the P-37 General Provisions are modified as set forth below:

A.1 Provision 3, Effective Date/Completion of Services, is updated with the following addition:

3.3 The Term may be extended up to One (1) years(s), (“Extended Term”) at the sole option of the State, subject to the parties prior written Agreement on applicable fees for each extended Term, up to but not beyond March 31, 2024 under the same terms and conditions, subject to approval of the Governor and Executive Council.

A.2 Provision 5, Contract Price/Price Limitation/ Payment, is updated with the following addition:

5.5 The State’s liability under this Agreement shall be limited to monetary damages not to exceed the contract price pursuant to Paragraph 5.2. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State. Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State.

A.3 Provision 8, Event of Default/Remedies, is updated with the following addition:

8.2.5 give the Contractor a written notice specifying the event of Default, terminate the agreement as breached, and procure Services that are the subject of the Contract from another source and Contractor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

A.4 Provision 9, Termination, is deleted and replaced with the following:

9. TERMINATION

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, and with written notice, terminate the Agreement for any reason, in whole or in part. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. The State shall be liable for cost of all Services and Deliverables for which Acceptance has been given by the State, provided through the date of termination but will not be liable for any costs for incomplete Services or winding down the Contract activities. The

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

9.2 Termination Procedure

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

9.2.2 After receipt of a notice of termination, and except as otherwise directed by the State, Contractor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than ten (10) days after termination, terminate its orders and subcontracts related to the work which has been terminated, and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;
- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Contractor and in which the State has an interest;
- d. Take no action to intentionally erase any State data until directed by the State;
- e. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State;
- f. Implement an orderly return of State data in a CSV or another mutually agreeable format at a time agreed to by the parties;
- g. Securely dispose of all requested data in all of its forms, such as disk, CD / DVD, backup tape and paper, when requested by the State. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-Special Publication (SP) 800-88 approved methods. Certificates of destruction shall be provided to the State; and
- h. Provide written Certification to the State that Contractor has surrendered to the State all said property and after 180 days has erased all State data.

9.2.3 If the Contract has expired, or terminated prior to the Completion Date, for any reason, the Contractor shall provide, for a period up to ninety (30) days after the expiration or termination, all transition services requested by the State, at no additional cost, to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

the orderly transfer of such Services to the State or its designees (“Transition Services”).

9.2.4 This covenant in paragraph 9 shall survive the termination of this Contract.

9.3 Payment upon Termination

Upon early termination of the Agreement under this Section 9, contractor shall submit a final invoice and State shall render payment as provided in Exhibit C.

A.5 Provision 10, Data/Access/Confidentiality/Preservation, is updated with the following addition:

10.4 In performing its obligations under this Agreement, Contractor may gain access to Confidential Information of the State. Confidential Information includes any and all information owned or managed by the State of NH - created, received from or on behalf of any Agency of the State or accessed in the course of performing contracted Services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and Confidential Information. The Contractor shall not use the Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Agreement, except as directly connected to and necessary for the performance of the Agreement. Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively “release”), all Confidential Information.

10.4.1 In the event of the unauthorized release of Confidential Information, Contractor shall immediately notify the State’s Information Security Officer, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

10.5 Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:

- a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;
- b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party;
- c. is developed by the receiving Party independently of, or was known by the receiving Party prior to, any disclosure of such information made by the disclosing Party; or
- d. is disclosed with the written consent of the disclosing Party.

10.6 A receiving Party also may disclose the disclosing Party’s Confidential Information to the extent required by an order of a court of competent jurisdiction. Any disclosure

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

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

- 10.7 Contractor Confidential Information. Contractor shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the Contractor's designation of material as confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by Contractor as confidential, the State shall notify Contractor and specify the date the State will be releasing the requested information. At the request of the State, Contractor shall cooperate and assist the State with the collection and review of Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Contractor's sole responsibility and at Contractor's sole expense. If Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to Contractor, without any liability to the State.
- 10.8 This covenant in paragraph 10 shall survive the termination of this Contract.

A.6 Provision 12, Assignment/Delegation/Subcontracts, is updated with the following addition:

- 12.3 In the event that Contractor should change ownership for any reason whatsoever that results in a change of control of the Contractor, the State shall have the option of:
- a. continuing under the Agreement with Contractor, its successors or assigns for the full remaining Term of the Agreement or for such period of time as determined necessary by the State;
 - b. immediately terminate the Agreement without liability to or further compensation owed to Contractor, its successors or assigns. In the event State decides to terminate the Agreement, Contractor shall provide a final invoice and State shall make payment as provided in Exhibit C.

A.7 The following Provisions are added and made part of the P37:

25. FORCE MAJEURE

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

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

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

26. EXHIBITS/ATTACHMENTS

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

27. NON-EXCLUSIVE CONTRACT

The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified under this Agreement. Contractor shall make best efforts to coordinate work with all other State vendors performing Services which relate to the work or Deliverables set forth in the Agreement. The State intends to use, whenever possible, existing Software and hardware contracts to acquire supporting Software and hardware.

28. GOVERNMENT APPROVALS

Contractor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

29. ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text within this agreement, the following Order of Precedence shall govern:

State of New Hampshire, New Hampshire Employment Security Contract Agreement.

Vendor Proposal dated May 21, 2021

Additional Contractor Provided Documents (see Exhibit G)

30. CONFIDENTIALITY AND CRIMINAL RECORD

Contractor and each of its employees working on NHES property will be required to sign and submit **STATEMENT OF CONFIDENTIALITY OF RECORDS FORM** and a **CRIMINAL RECORD AUTHORIZATION FORM** prior to the start of any work. There is a fee for each background check required, which must be paid by the Contractor.

31. NH CERTIFICATE OF GOOD STANDING

Contractor must provide a **CERTIFICATE OF GOOD STANDING** from the NH Secretary of State.

32. VENDOR APPLICATION/ALTERNATE W-9

In connection with this Contract, the Contractor shall have completed and filed a Vendor Application and Alternate W-9 Form with the New Hampshire Bureau of Purchase and Property.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

33. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS IN PRIMARY COVERED TRANSACTIONS

Contractor certifies that the primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or State agency. Contractor will inform NH Employment Security of any changes in the status regarding this statement.

34. AMERICANS WITH DISABILITIES ACT

The undersigned Contractor agrees to comply with all Federal, State and Local ADA rules and regulations.

35. NON-DISCRIMINATION

In connection with the furnishing of services under the Contract, the Contractor agrees to comply with all laws, regulations, and orders of federal, state, county or municipal authority which impose any obligations or duties upon the Contractor, including but not limited to civil rights laws, non-discrimination laws and equal opportunity laws. During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital status or veteran status, and will take appropriate steps to prevent such discrimination.

36. NEVER CONTRACT WITH THE ENEMY

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

37. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES AND EQUIPMENT

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

38. STEVENS AMENDMENT

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

39. DAVIS-BACON ACT (if applicable)

Davis-Bacon Act and Related Acts, apply to contractors and subcontractors performing on federally funded/assisted contracts in excess of \$2,000 for construction, alteration, or repair (including painting and decorating) of public buildings or public works. Under these Acts, contractors and sub-contractors must pay laborers and mechanics prevailing wages and fringe benefits for corresponding work on similar projects in the area as determined by the Department of Labor. When there is no Davis-Bacon assignation, applicable Wage Determination is realized by using the lowest skilled craft above laborer, excluding power equipment rate.

40. DAMAGE (if applicable)

Contractor will agree that any damage to building(s), materials, equipment and/or other property during the performance of service will be repaired at Contractor's expense. Contractor agrees to return all building(s), materials, equipment and/or property to its original or better condition and with acceptance by a representative of NHES. Contractor agrees to obtain approval of NHES representative assigned to project for any sub-contractor performing such repair work.

41. PAYMENTS BOND/MILLER ACT (if applicable)

Contractor agrees to comply with The Miller Act bond requirement and NH RSA 447:16. A payment bond, with surety satisfactory for protection of all persons supplying labor and materials in carrying out construction, alteration, or repair work provided for in the contract may be required. Amount of payment bond will equal total amount payable by terms of contract unless officer awarding contract determines, in writing, that a payment bond in that amount is impractical, in which case contracting officer will set amount of payment bond. Amount of bond will not be less than total amount of contract. A Payment Bond is required for contracts \$30,000 or greater. A Performance Bond is required for contracts totaling \$100,000 or greater.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

42. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (if applicable)

For contracts in excess of \$100,000 that involve the employment of mechanics or laborers, the Contractor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, the Contractor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous.

43. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT (if applicable)

Contractor agrees to comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

44. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT (if applicable)

For contracts in excess of \$150,000, the Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

45. BYRD ANTI-LOBBYING AMENDMENT (if applicable)

For contracts in excess of \$100,000, the Contractor certifies it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Contractor must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award/contract.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT A – SPECIAL PROVISIONS

Remainder of this page intentionally left blank

Page 17 of 53

Contractor Initials: DJA

Date: 3/31/2007

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES

The Statement of Work, Business and Technical Requirements, and Deliverables are set forth below:

STATEMENT OF WORK

Fairfax will provide the following services:

FileNet and Datacap Upgrades

1. Meetings to discuss the FileNet and Datacap upgrades.
2. Team members to include a FileNet SME, Datacap SME, Technical Lead and a Project Manager.
3. Installation, configuration and testing of Datacap software for the UAT environment:
 - a. Fairfax will lead the installation of the configured system while working alongside NH DOIT resources to ensure that proper knowledge transfer activities are established and executed properly.
 - b. Before installation begins, preparation of install, such as VPN, infrastructure testing, downloading of software will be conducted.
 - c. Installation will consist of installing Datacap Task Master Server, Rulerunner server, Datacap Navigator and test workstation Datacap clients.
 - d. All Datacap components will be tested to ensure that the installation was done correctly and each component works and communicates correctly.
 - e. Documentation of server configuration unique to the install will be provided.
4. Testing will begin. Two levels of testing:
 - a. Configuration testing and System testing will be conducted with NH DOIT staff with limited Fairfax IT staff assistance.
 - b. Environment Testing will be headed by NH DOIT staff.
5. Training business users and training documentation/cheat sheet.

The Contractor shall provide the following Training Services:

Fairfax will work collaboratively with NHES to develop and execute a training plan which will list the major differences between the current FileNet and Datacap to the upgraded version. Fairfax will utilize a train-the-trainer approach for training end users.

The purpose of the training plan is to outline the scope, approach, resources, and schedule your training activities. The plan details the activities and tasks necessary to fulfill the training requirements of the project.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

The objective of the test training plan is to provide a framework to guide the training activities and ensure staff receives the proper level of training to meet their business needs.

Fairfax will train the business users on how to use the new scanning/indexing interface (Datacap) and the document retrieval process from FileNet. This would be a train the trainer concept. We will train the core business users and they will be responsible training others within NHES. Fairfax will also provide a training document/cheat sheet to the business team which can be used train other business users by this core trained team.

There will be two separate training sessions which will address the following:

- How to use the new FileNet interface-Currently, business users are using an interface called "WorkplaceXT" and the upgraded interface is called "IBM Content Navigator" (ICN). We will walk them through the difference between these interfaces and show them how to use it.
- How to use the new scanning/indexing application (Datacap)-The new scanning interface will be Datacap Navigator which is based on ICN and this is a browser based application. Currently, Datacap uses a thick client interface. We will train the document management team on how to use it. We will do multiple sessions of this training with the users (train-the-trainer).

Fairfax will provide the materials necessary to facilitate the training.

6. Post Go Live and 90 day warranty support. All issues should be identified within 30 days of PRD Go Live. Fairfax will provide remote support for 3 days for the Go Live process.

Ongoing Maintenance and Support

Fairfax will provide remote support services related to NHDOIT's FileNet and Datacap environment at New Hampshire Employment Security (NHES). Services will include the following:

- System and application advisory.
- Break and fix for applications and software platform.
- Assist NHES with deployment and installation of hot fixes.
- Assistance with cause analysis and fix errors and bad batches.
- Up to 40 hours of remote development time for form changes and minor application changes.
- Up to 80 hours of support time.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

**EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES**

- Discuss the future path of ECM, upgrade review meeting.

BUSINESS / TECHNICAL REQUIREMENTS

Business and Technical Requirements are identified in Exhibit G: Attachment 1

2.1 Compliance Requirements

Agency Compliance Documents are identified in Exhibit G: Attachment 2

ACTIVITY, DELIVERABLE, AND MILESTONE

1. Kickoff & Analysis

The objective of the kick-off meeting is to facilitate relationships between the NH DOIT and Fairfax project teams. The meeting includes reviewing the SOW and reviewing the hardware/software requirement for setting up various FileNet and Datacap environments and to discuss if any additional requirements. This will be done remotely.

2. Install and Configure FileNet in DEV Environment
3. Install and Configure Datacap in DEV Environment
4. Production data migrated to DEV
5. Upgrade in DEV Environment
6. Install and Configure FileNet and Datacap in PROD Environment
7. Migrate current data to PROD Environment
8. ECM Upgrade Completed in PRD
9. Project Completion

DELIVERABLE REVIEW AND ACCEPTANCE

4.1 Non-Software and Written Deliverables Review and Acceptance

The Contractor shall provide a written Certification that a non-software, written deliverable (such as the Test Plan) is final, complete, and ready for Review. After receiving such Certification from the Contractor, the State will Review the Deliverable to determine whether it meets the requirements outlined in this Exhibit. The State will notify the Contractor in writing of its Acceptance or rejection of the Deliverable, or its partial or conditional Acceptance of the Deliverable, within five (5) business days of the State's receipt of the Contractor's written Certification; provided that if the State determines that the State needs more than five (5) days, then the State shall be entitled to an extension of up to an additional ten (10) business days. If the State rejects the Deliverable or any portion of the Deliverable, or if any Acceptance by the State is conditioned upon completion of any related matter, then the State shall notify the Contractor of the nature and class of the Deficiency, or the terms of the conditional Acceptance, and the Contractor shall correct the Deficiency or resolve the condition to Acceptance within the period identified in the Work Plan. If no period for the Contractor's correction of the Deliverable or resolution of condition is identified, the Contractor shall correct the Deficiency in the Deliverable or resolve the condition within five (5) business days or such longer period as the State (in its sole discretion) may agree. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify the Contractor

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

**EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES**

of its Acceptance, Acceptance in part, conditional Acceptance, or rejection thereof, with the option to extend the Review Period up to five (5) additional business days, or mutually agreed upon timeframe. If the Contractor fails to correct the Deficiency within the allotted period, the State may, at its option, continue reviewing the Deliverable and require the Contractor to continue until the Deficiency is corrected, or immediately terminate the Contract, declare the Contractor in default, and or pursue its remedies at law and in equity.

4.2 Software Deliverables Review and Acceptance

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

4.3 Number of Deliverables

Unless the State otherwise specifically agrees in writing, in no event shall the Contractor certify for testing and deliver to the State more than three (3) Deliverables for review or testing at one time. As the State accepts a Deliverable, an additional Deliverable may be presented for review but at no time can the Deliverables exceed three (3) at a time without the authorization of the State.

4.4 Conditional and Unconditional Acceptance

By accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

CHANGE ORDER

The State may make changes, revisions or request enhancements to the Scope of Work at any time by written Change Order. The State originated changes, revisions or enhancements shall be approved by the Department of Information Technology. Within five (5) business days of Contractor's receipt of a Change Order, Contractor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, and the Work Plan.

Contractor may propose a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, and the Work Plan. The State shall acknowledge receipt of Contractor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must review and approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the Parties are unable to reach an agreement in writing within 30 days of receipt of the Change Order.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

Change orders resulting in an increase of Price Limitation, an extension of time for Contract completion or a significant change to the scope of the Contract may require approval by the Governor and Council.

A Change Order which is accepted and executed by both Parties, and if applicable approved by Governor and Council, shall amend the terms of this Agreement.

IMPLEMENTATION SERVICES

The Contractor shall employ an industry-standard Implementation strategy with a timeline set forth in accordance with the Work Plan:

The Contractor shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and Report status.

The Contractor and the State shall adopt a Change Management approach to identify and plan key strategies, communication initiatives, and training plans.

PROJECT MANAGEMENT

The Contractor shall provide project tracking tools and templates to record and manage Issues, Risks, Change Requests, Requirements, and other documents used in the management and tracking of the project. The State believes that effective communication and Reporting are essential to Project success. The Contractor shall employ effective communication and Reporting strategies to ensure Project success. The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

The Project requires the coordinated efforts of a Project Team consisting of both Contractor and State personnel. Contractor shall provide all necessary resources to perform its obligations under the Contract. Contractor is responsible for providing all appropriate resources and personnel to manage this Project to a successful completion.

7.1 The Contractor Key Project Staff

7.1.1. The Contractor's Contract Manager

Contractor shall assign a Contract Manager who will be responsible for all Contract authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. Contractor's Contract Manager is:

Maureen Major

Page 22 of 53

Contractor Initials: *MM*

Date: *3/31/2022*

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

**EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES**

860-354-4472 ex. 104
rfp@fairfaxdatasystems.com

7.1.2. The Contractor's Project Manager

Contractor shall assign a Project Manager who is qualified to perform or supervise the Contractor's obligations under this Agreement. Contractor's Project Manager is:

Contractor's selection of the Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Contractor's representative for all administrative and management matters. Project Manager must be available to promptly respond during normal Business Hours within Two (2) hours of inquiries from the State. Project Manager must work diligently and use his/ her best efforts on the Project.

7.1.3. Change of Project Manager

Contractor may not replace the Project Manager or change its assignment of Project Manager without providing the State written notice and obtaining the prior approval of the State of the replacement Project Manager. State approvals for replacement of Project Manager shall not be unreasonably withheld. The replacement Project Manager is subject to the same requirements and Review as set forth above. Contractor shall assign a replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor shall continue during the ten (10) business day period to provide competent project management Services through a qualified interim Project Manager.

7.1.4. The Contractors Additional Key Project Staff

The State considers the following individuals to be Key Project Staff for this Project:

Pradeep Chalil Padinhare- Architect
Dennis San Lucas – ~~Project Manager~~ / FileNet SME
Betsy James – Datacap SME

The State reserves the right to require removal or reassignment of Key Project Staff who are found unacceptable to the State. Contractor shall not change Key Project Staff commitments without providing the State written notice and obtaining the prior written approval of the State. State approvals for replacement of Key Project Staff will not be unreasonably withheld. The replacement Key Project Staff shall have comparable or greater skills than Key Project Staff being replaced.

7.1.5. Termination for Lack of Project Management and Key Project Staff

Page 23 of 53

Contractor Initials: *DSL*

Date: *3/31/2022*

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

**EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES**

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

7.2 The State Key Project Staff

7.2.1. The State Contract Manager

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

Bill Laycock
603-228-4189
William.E.Laycock@doit.nh.gov

7.2.2. The State Project Manager

The State shall assign a Project Manager. The State's Project Manager is:

Judy Forsyth
603-228-4011
Judith.L.Forsyth@nhes.nh.gov

7.2.3 The State IT Manager

The State shall assign an IT Manager. The State's IT Manager is:

Brett Krochmal
603-271-4181
Brett.S.Krochmal@doit.nh.gov

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

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

WORK PLAN

The Contractor's Project Manager and the State Project manager shall finalize the Work Plan within Thirty (30) days of the Effective Date unless otherwise mutually agreed and further refine the tasks required to implement the Project. Continued

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

development and management of the Work Plan is a joint effort on the part of the Contractor and State Project Managers.

The preliminary Work Plan created by the Contractor and the State is set forth in this Section.

Define Phase: Our first step is to perform an initial *Define Phase* that will incorporate a Kick-off meeting, a review of the SOW, review of each environment and any applicable custom components.

Kick-off Meeting: The objective of the kick-off meeting is to facilitate relationships between the NH DOIT and Fairfax project teams. The meeting includes reviewing the SOW and setting up various requirements and knowledge sharing sessions for FileNet environments and additional requirements. This will be done remotely.

Logistics: NH DOIT will provide the proper access to perform the upgrade, such as VPN access, workstations, etc.

Analysis Phase: The objective of this session is to get a sense of requirements relative to upgrading the environments for FileNet and Datacap. The Analysis Phase will establish an approach to upgrade FileNet, Datacap and Content Navigator along with the approach to upgrade the existing system.

Build Phase: Fairfax will provide the following during the build phase:

FileNet and Datacap Lead: These Leads will provide overall guidance for the FileNet and Datacap portions of the project. Will be on the project 100% of the time.

FileNet and Datacap Specialist – These Specialists will assist the FileNet and Datacap Leads with installs, configuration and upgrading the current Datacap solutions. In addition, the Datacap Specialist will assist with training sessions and documentation as needed.

The upgrade will happen in two (2) environments:

- 1) FileNet upgrade from 5.2.1.x to 5.5.x

FileNet and its related application Installation; FileNet upgrade and move Existing Integration configuration which will be managed by NHES Replacement of WorkplaceXT to IBM Content Navigator (ICN)

- 2) IBM - WebSphere Installation and configuration

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

- 3) Datacap 8.1 to 9.1.x
 - ICN for scanning and indexing
 - Test the current applications.
 - Scanner and scanner driver dependency

All configurations/installations and testing will be on the Development (DEV) and Production (PRD) environments. UAT is also recommended at an additional cost which is to be determined and not included in this statement of work. Fairfax will work side by side with NHES on the project to ensure that the project is a success.

In conjunction with the Contractor's Project Management methodology, which shall be used to manage the Project's life cycle, the Contractor's team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the tasks, Deliverables, major milestones, task dependencies, and a payment Schedule required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and The Contractor's team members), refine the Project's scope, and establish the Project's Schedule.

ACCEPTANCE & TESTING SERVICES

- a. Configuration testing and System testing will be conducted with NHES staff with limited Fairfax IT staff assistance.

This is our standard practice and this really helps to make sure our upgrade process is working as expected. Since majority of our customers have a separate environment for testing which is known as UAT environment this takes place in that environment. Fairfax recommended an UAT environment as part of this upgrade process for additional cost. Please read this from this document, UAT is also recommended at an additional cost which is to be determined and not included in this statement of work.

We will create a test plan with the business users so that all different scenarios are tested thoroughly. The items included which will be included in the testing are:

- 1. New FileNet Interface (IBM Content Navigator)
 - a. This will make sure none of the functionalities are lost due to the upgrade.

DL

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

2. New Scanning Interface (Datacap Navigator using IBM Content Navigator)
 - a. Validation of scanning
 - b. Validating of Indexing
 - c. Validation of exported documents from FileNet
3. Validation of upgraded documents.
 - a. From our past and proven experience with other customers we will use either 5,000 documents or 2% of the upgraded documents whichever is lesser.
 - b. Users will be able to compare these documents side by side to make sure the document metadata and the document content is exactly matching.
 - c. Users will also be able to validate their access rights.

This process will make sure the development environment is stable (which is the UAT environment for business) after the upgrade and all high level business functionalities are working as expected. Based on this feedback, we will process with the next steps of the testing process stated below.

- b. Environment Testing (UAT Testing) will be headed by NHES staff.

This process is known as the end-to-end testing or UAT testing by the NHES business team. This will ensure that the upgrade process is working completely as expected and there are no issues in the newly upgraded environment. High-level activities are:

Users are able to login into the new Datacap environment
Users are able to scan and index documents
Users are able to login into the new FileNet environment
Users are able to retrieve the documents from FileNet. Only certain set of users are doing this.
The current EDMS interface is able to get the documents from FileNet. This is supported by the NHES internal technical team and not part of our responsibility but we will provide any guidance if needed.

MAINTENANCE, OPERATIONS AND SUPPORT

- a. Training business users and training documentation/cheat sheet.
Fairfax will train the business users on how to use the new scanning/indexing interface and the document retrieval process from FileNet. As we did in the past this would be a

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

**EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES**

train the trainer concept. We will train the core business users. Fairfax will also provide a training document/cheat sheet to the business team which can be used train other business team by NHES team.

b. Post Go Live and 90 day warranty support. All issues should be identified within 30 days of PRD Go Live. Fairfax will provide remote support for 3 days for the Go Live process.

10.1 System Maintenance

The Contractor shall maintain and support the System as provided in the Statement of Work.

10.2 System Support

The Contractor must perform remote technical support in accordance with the Contract, including without limitation the requirements, terms, and conditions contained herein.

10.3 Support Obligations

Engaging the Support Team

Fairfax uses Autotask (AT) as our primary on-line support ticketing system. Tickets for production issues will be opened up by the designated point of contact(s) using a client portal interface, enabling electronic tracking and facilitating communication of issues all the way through to ticket resolution.

Fairfax will set up the designated point of contact(s) as requested, to be able to use AT. A user ID, password and system link will be provided to the contacts upon set up. The Autotask (URL) is as follows: <http://autotask.fairfaxdatasystems.com>. The State will also be able to call the Fairfax support line using the number +1 (860) 354-4472 and pressing option 2 from the call menu.

Priorities and Response Times

To ensure that each incident registered in the support portal is given appropriate response, Fairfax uses the following four priorities to distinguish criticality of the issue:

Critical: Production system is not operational with more than 90% of users affected. Status can only be applied to production systems

High: Production system is operation but a major feature is unavailable and affecting a significant number of users

Medium: Issue is a minor or intermittent problem which does not significantly impact production usage

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

Low: Requests for information and/or assistance on software capabilities, product enhancements, user instructions and best practices

Each of the above described priorities is then mapped to the following response times:

Critical: A response will be issued within **1 business hour**

High: A response will be issued within **4 business hours**

Medium: A response will be issued within **8 business hours**

Low: A response will be issued within **16 business hours**

- a. For all maintenance Services calls, the Contractor shall ensure the following information will be collected and maintained:
 - i. nature of the Deficiency;
 - ii. current status of the Deficiency;
 - iii. action plans, dates, and times;
 - iv. expected and actual completion time;
 - v. Deficiency resolution information;
 - vi. resolved by;
 - vii. identifying number i.e. work order number; and
 - viii. issue identified by; and

- b. The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:
 - i. mean time between Reported Deficiencies with the Software;
 - ii. diagnosis of the root cause of the problem; and
 - iii. identification of repeat calls or repeat Software problems.

If the Contractor fails to correct a Deficiency within the allotted period of time stated above, the Contractor shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies as defined in the P-37 General Provisions, Provision 8, as well as to return the Contractor's product and receive a refund for all amounts paid to the Contractor, including but not limited to, applicable License fees, within ninety (90) days of notification to the Contractor of the State's refund request.

10.4 Contract Warranties and Representations

10.4.1. System

The Contractor warrants that any Systems provided under this Agreement will operate and conform to the Specifications, terms, and requirements of this Agreement.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

10.4.2. Software

The Contractor warrants that any Software provided as part of this Agreement, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and terms of the Contract.

For any breach of the above Software warranty, in addition to all its other remedies at law and in equity, at the State's option the Contractor shall:

- a. provide the correction of program errors that cause breach of the warranty, or if Contractor cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license if any and recover the fees paid to Contractor for the program license and any unused, prepaid technical support fees the State has paid for the program license; or
- b. the re-performance of the deficient Services, or
- c. if Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to Contractor for the deficient Services.

10.4.3. Compatibility

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

10.4.4. Services

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

DATA PROTECTION

Protection of personal privacy and data shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of State information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of State information and comply with the following conditions:

- a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and non-public

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

information. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the Contractor applies to its own Personal Data and non-public data of similar kind.

- b. All data obtained by the Contractor in the performance of this contract and all Personal Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Contractor is responsible for encryption of the Personal Data.
- c. Unless otherwise stipulated, the Contractor shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the Contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.
- d. At no time shall any data or processes – that either belong to or are intended for the use of the State or its officers, agents or employees – be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.
- e. The Contractor shall not use any information collected in connection with the service issued from this Contract for any purpose other than fulfilling the service.

11.1 Data Location

The Contractor shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage, processing and transmission of State data shall be restricted to information technology systems within the Continental United States. The Contractor shall not allow its personnel or sub-contractors to store State data on portable devices, including personal computers, except as specified and allowed by the contract, and then only on devices that are used and kept at its data centers within the Continental United States. The Contractor shall permit its personnel and Contractors to access State data remotely only to provide technical support and as specified or required by the contract.

11.2 Security Incident Or Data Breach

The Contractor shall inform the State of any security incident or Data Breach in accordance with NH RSA Chapter 359-C:20: Notice of Security Breach.

- a. Incident Response: the Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. Discussing security incidents with the State should be handled on an urgent as-needed basis, as part of the Contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

- b. Security Incident Reporting Requirements: the Contractor shall report a security incident to the State identified contact immediately if it reasonably believes there has been a security incident.
- c. Breach Reporting Requirements: If the Contractor has actual knowledge of a confirmed data breach that affects the security of any State content that is subject to applicable data breach notification law, the Contractor shall (1) promptly notify the appropriate State identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

11.3 Breach Responsibilities

- 11.3.1. This section only applies when a Data Breach occurs with respect to State data within the possession or control of the Contractor and/or the third party designee hosting the data as agreed upon by the Contractor and the State.
- 11.3.2. The Contractor, unless stipulated otherwise, shall immediately notify the appropriate State identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.
- 11.3.3. The Contractor, unless stipulated otherwise, shall promptly notify the appropriate State identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a Data Breach the Contractor shall:
 - a. cooperate with the State as reasonably requested by the State to investigate and resolve the Data Breach;
 - b. promptly implement necessary remedial measures, if necessary; and
 - c. document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- 11.3.4. Unless otherwise stipulated, if a Data Breach is a direct result of the Contractor's breach of its contract obligation or the third party hosting company to encrypt Personal Data or otherwise prevent its release, the Contractor and/or the third party hosting company shall bear the costs associated with:
 - a. the investigation and resolution of the Data Breach;
 - b. notifications to individuals, regulators or others required by State law;
 - c. a credit monitoring service required by State (or federal) law;
 - d. a website or a toll-free number and call center for affected individuals required by State law — all not to exceed the average per record per person cost calculated for Data Breaches in the United States (currently \$201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the Data Breach; and

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

- e. complete all corrective actions as reasonably determined by the Contractor based on root cause; all [(a) through (e)] subject to this Contract's limitation of liability.

SOFTWARE AGREEMENT

The Contractor shall provide the State with access to the Software Licenses and Documentation set forth in the Contract, and particularly described Exhibit D: Software Agreement

ADMINISTRATIVE SERVICES

The Contract shall provide the State with the Administrative Services set forth in the Contract, and particularly described in Exhibit E: Administrative Services

TRAINING

The Contractor shall provide the following Training Services:

Fairfax will train the business users on how to use the new scanning/indexing interface and the document retrieval process from FileNet. As we did in the past this would be a train the trainer concept. We will train the core business users. Fairfax will also provide a training document/cheat sheet to the business team which can be used train other business team by NHES team.

Fairfax will work collaboratively with NHES to develop and execute training plan to operationalize the use of applications by the identified departments. Fairfax will utilize a train-the-trainer approach for training end users.

Deliverables:

- Training Plan/Schedule for NHES users
- Training Materials
- User Guide

The purpose of the Training Plan is to outline the scope, approach, resources, and schedule your training activities. The plan details the activities and tasks necessary to fulfill the training requirements of the project.

The objective of the training plan is to provide a framework to guide the training activities and ensure staff receives the proper level of training to meet their business needs.

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT B – STATEMENT OF WORK
BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

TERMS AND DEFINITIONS

Terms and Definitions applicable to this Contract are identified in Exhibit F: Terms and Definitions.

CONTRACTOR'S CERTIFICATES

Required Contractor Certificates are attached in Exhibit G.

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

The terms outlined in the Payment Schedule is set forth below:

CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount indicated in P-37 General Provisions - Block 1.8: Price Limitation. The payment by the State of the total Contract price shall be the only, and the complete reimbursement to the Contractor for all fees and expenses, of whatever nature, incurred by the Contractor in the performance hereof.

TRAVEL EXPENSES

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract. The Contractor must assume all travel and related expenses incurred by Contractor in performance of its obligations. All labor rates in this Agreement will be considered "Fully Loaded", including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and any additional out of pocket expenses.

SHIPPING FEES

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

INVOICING

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

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

INVOICE ADDRESS

Invoices may be sent to:

Page 35 of 53

Contractor Initials: DJV

Date: 3/31/2020

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

New Hampshire Employment Security
Accounts Payable
45 South Fruit Street
Concord, NH 03301
accounts payable@nhes.nh.gov

PAYMENT ADDRESS

Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>

OVERPAYMENTS TO THE CONTRACTOR

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

CREDITS

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

PROJECT HOLDBACK

The State shall withhold ten percent (10%) of the price for each Deliverable, except Software License fees, as set forth in the Payment Table, until successful conclusion of the Warranty Period.

PAYMENT SCHEDULE

10.1 Contract Type

10.1.1. Activities / Deliverables / Milestones Pricing

This is a Fixed Firm Price Contract. The total Contract value is indicated in P-37 General Provisions - Block 1.8: Price Limitation for the period between the Effective Date through date indicated in P-37 General Provisions - Block 1.7: Completion Date. The Contractor shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below:

No.	Deliverable Description	Amount
1	Kickoff & Analysis	\$28,000.00
2	Install and Configure FileNet in DEV Environment	\$28,000.00
3	Install and Configure Datacap in DEV Environment	\$30,000.00

STATE OF NEW HAMPSHIRE
New Hampshire Employment Security

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

4	Upgrade in DEV Environment	\$25,000.00
5	Install and Configure FileNet and Datacap in PROD Environment	\$25,000.00
6	ECM Upgrade Completed in PRD	\$35,000.00
7	Project Completion	\$21,000.00
8	1 Year DataCap and FileNet Maintenance and Support	\$18,000.00
	Total Cost	\$210,000.00

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

EXHIBIT D – SOFTWARE AGREEMENT

The terms outlined in the Software Agreement are set forth below:

LICENSE GRANT

1.1 COTS -- Choose an item.

The Contractor hereby grants to the State a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, limited License to use the Software and its associated Documentation, subject to the terms of the Contract. The State may allow its agents and Contractors to access and use the Software, and in such event, the State shall first obtain written agreement from such agents and Contractors that each shall abide by the terms and conditions set forth herein.

1.2 SAAS -- Choose an item.

During the Subscription Term, the State will receive a nonexclusive, non-assignable, royalty free, worldwide right to access and use the Software solely for the State’s internal business operations subject to the terms of this Agreement and up to the number of Licenses documented in the Agreement.

The Parties acknowledge that this Agreement is a Services agreement and Contractor will not be delivering copies of the Software to Customer as part of the Agreement.

1.3 SUBSCRIPTION -- Choose an item.

The contractor hereby grants to the State a non-transferable, non -sub licensable, non-exclusive license to use Software and its associated documentation during the applicable subscription term, subject to the terms of the Contract. The State may allow its agents and Contractors to access and use the Software, and in such event, the State shall first obtain written agreement from such agents and Contractors that each shall abide by the terms and conditions set forth herein.

1.4 CUSTOM SOFTWARE -- Choose an item.

1.4.1. Software Title

The Contractor agrees that any and all work product created pursuant to this Agreement, including but not limited to all Software, are deemed to be “Work For Hire” within the meaning of the Copyright Act of 1976. To the extent Contractor is deemed to have retained any legal title, rights and interest in these works, Contractor hereby assigns any and all such title, rights, and interest (including all ownership and intellectual property rights) in the Software and related work product to the State of New Hampshire in consideration for the promises set forth within this Agreement.

1.4.2. Documentation and Copies

The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, the Contractor agrees to provide all copies of the Software for all versions, including related Documentation, to the State. Contractor shall not retain any work product associated with this Agreement unless authorized by the State in writing.

DLH

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

1.4.3. Restriction on Use

Unless specifically authorized by the State, Contractor shall not utilize work product derived as part of this Agreement in any manner other than as required by Contractor to complete its obligations under this Agreement.

1.4.4. Software Non-Infringement

Contractor warrants that the Software, including any all component parts thereof (“Contracted Works”) are original works of the Contractor that do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

1.4.4.1. The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Works infringe their intellectual property rights, Contractor shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Contractor control of the defense and any settlement negotiations; and
- c. Gives Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

1.4.4.2. Notwithstanding the foregoing, the State’s counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

1.4.4.3. If Contractor believes or it is determined that any of the Contracted Works may have violated someone else’s intellectual property rights, Contractor may choose to either modify the Contracted Works to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable State Contracted Works and refund all fees the State has paid Contractor under the Contract. Contractor will not indemnify the State if the State alters the Contracted Works without Contractor’s consent or uses it outside the scope of use identified in Contractor’s user Documentation or if the State uses a version of the Contracted Works which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Works which was provided to the State at no additional cost. Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Contractor. Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Works with any products or services not provided by Contractor without Contractor’s consent.

1.4.5. Viruses

WJA

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

Contractor shall provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

SOFTWARE TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the Software provided under this Agreement, and its associated documentation, shall remain with the Contractor.

SOFTWARE AND DOCUMENTATION COPIES

The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, Contractor agrees to provide all copies of the Software for all versions, including related documentation, to the State. Contractor shall not retain any work product associated with this Agreement unless authorized by the State in writing.

Contractor shall provide the State with a sufficient number of hard copy versions of the Software’s associated Documentation and one (1) electronic version in Microsoft Word and PDF format. The State shall have the right to copy the Software and its associated Documentation within its possession for its internal business needs. To the extent that the State does not have possession of the Software, Contractor shall provide a reasonable number of copies of the Software and associated Documentation upon request. The State agrees to include copyright and proprietary notices provided to the State by the Contractor on such copies.

RESTRICTIONS

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of the Contractor’s proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party’s business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

VIRUSES

The Contractor shall provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications. As a part of its internal development process, Contractor will use reasonable efforts to test the Software for Viruses. Contractor shall also maintain a master copy of the appropriate versions of the Software, free of Viruses. If the State believes a Virus may be present in the Software, then upon its request, Contractor shall

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

provide a master copy for comparison with and correction of the State's copy of the Software.

AUDIT

Upon forty-five (45) days written notice, the Contractor may audit the State's use of the programs at the Contractor's sole expense. The State agrees to cooperate with the Contractor's audit and provide reasonable assistance and access to information. The State agrees that the Contractor shall not be responsible for any of the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, the Contractor's audit rights are subject to applicable State and federal laws and regulations.

SOFTWARE NON-INFRINGEMENT

Contractor warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software, including any all component parts thereof such as third party Software or programs that may be embedded in the Software ("Contracted Resources") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third-party.

The Warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Resources infringe their intellectual property rights, the Contractor shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies the Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives the Contractor control of the defense and any settlement negotiations; and
- c. Gives the Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If the Contractor believes or it is determined that any of the Contracted Resources may have violated someone else's intellectual property rights, the Contractor may choose to either modify the Contracted Resources to be non-infringing or obtain a License to allow for continued use, or if these alternatives are not commercially reasonable, the Contractor may end the License, and require return of the applicable Contracted

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

Resources and refund all fees the State has paid the Contractor under the Contract. The Contractor will not indemnify the State if the State alters the Contracted Resources without the Contractor's consent or uses it outside the scope of use identified in the Contractor's User Documentation or if the State uses a version of the Contracted Resources which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Resources which was provided to the State at no additional cost. The Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, Data, or material not furnished by the Contractor. The Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Resources with any products or Services not provided by the Contractor without the Contractor's consent.

CONTROL OF ALL COMPONENT ELEMENTS

Contractor acknowledges and agrees that it is responsible for maintaining all Licenses or permissions to use any third-party Software, equipment, or Services that are component parts of any Deliverable provided under this Agreement for the entire Term of the Contract. Nothing within this provision shall be construed to require Contractor to maintain Licenses and permissions for Software acquired by the State directly or through third-parties which may be integrated with the Contractor's Deliverables.

CUSTOM SOURCE CODE

Should any custom source code be developed, Contractor shall provide the State with a copy of the source code, which shall be subject to the License rights. The State shall receive a worldwide, perpetual, irrevocable, non-exclusive paid-up right and license to use, copy, modify and prepare derivative works of any custom developed software.

SOFTWARE ESCROW

Contractor agrees to provide to the State the currently existing source code and any other tools and requirements necessary to create executable or interpretive programs. This information may be provided to the State either directly, with any such protections as required by the Contractor or through a mutually agreed upon Escrow Agreement. Contractor shall be responsible for all costs associated with the Escrow Agreement and the State shall not assume any liability to the Company or Escrow Agent as a result of the Agreement.

Contractor agrees that the State shall be entitled to utilize the source code in its possession and/or demand a release of the source code from the Escrow Agent upon the occurrence of any of the following events ("Release Events"):

- a. The Contractor has made an assignment for the benefit of creditors;

Page 42 of 53

Contractor Initials:

Date: 3/31/2020

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT D – SOFTWARE AGREEMENT

- b. The Contractor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
- c. A receiver or similar officer has been appointed to take charge of all or part of the Contractor's assets;
- d. The Contractor terminates its maintenance, operations, and support services for the State for the Software or has ceased supporting and maintaining the Software for the State whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the State;
- e. The Contractor defaults under the Contract; or
- f. The Contractor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

Upon the occurrence of a Release Event, the Contractor hereby grants the State the right to use, copy, modify, display, distribute, and prepare derivative works of the source code, and to authorize others to do the same on behalf of the State (Contractors, agents, etc.), solely for the purpose of completing the performance of the Contractor's obligations under the Contract, including, but not limited to, providing maintenance and support for the Software and subject to the rights granted in this Contract.

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT E – ADMINSTRATIVE SERVICES

EXHIBIT E – ADMINISTRATIVE SERVICES

DISPUTE RESOLUTION

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

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

Table E-1 DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Pradeep Padinhare Chalil	Brett Krochmal	Five (5) Business Days
First	Dennis San Lucas	Judy Forsyth	Ten (10) Business Days
Second	Betsy James	Bill Laycock	Fifteen (15) Business Days
Third	David Suess	Bill Laycock	Fifteen (15) Business Days

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

ACCESS AND COOPERATION

Subject to the terms of this Agreement and applicable laws, regulations, and policies, the State will provide the Contractor with access to all program files, libraries, personal computer-based Systems, Software packages, Network Systems, security Systems, and hardware as required to complete the contracted Services.

RECORD RETENTION

Contractor and its Subcontractors shall maintain all Project records including but not limited to books, records, documents, and other evidence of accounting procedures

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT E – ADMINSTRATIVE SERVICES

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

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

ACCOUNTING

Contractor shall maintain an accounting System in accordance with Generally Accepted Accounting Principles (GAAP). The costs applicable to the Contract shall be ascertainable from the accounting System.

AUDIT

The Contractor shall allow the State to audit conformance to the contract terms. The State may perform this audit or contract with a third party at its discretion and at the State's expense.

MISCELLANEOUS WORK REQUIREMENTS

6.1 Access to State Systems

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

6.1.1. Computer Use

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to,

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT E – ADMINISTRATIVE SERVICES

personal, or other private and non-State use and that at no time shall Contractor access or attempt to access any information without having the express authority to do so.

- c. That at no time shall Contractor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by Contractor Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if Contractor is found to be in violation of any of the above-stated rules, the Contractor may face default and termination under the Agreement and the individual may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.
- f. That computer use shall follow the State standard policy (Statewide Computer Use Policy is available upon request)

6.1.2. Email Use

Email and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal email systems" or "State-funded email systems." Contractor understands and agrees that use of email shall follow State standard policy (Statewide Computer Use Policy is available upon request).

6.1.3. Internet/Intranet Use

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

6.2 State Website Copyright

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

6.3 Workspace Requirement

The State will work with Contractor to determine requirements for providing necessary workspace and office equipment for Contractor's staff.

6.4 Workplace Hours

Unless otherwise agreed to by the State, the Contractor's personnel shall work forty (40) hour weeks between the hours of 8 am and 5 pm (Eastern Time), excluding State of New

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT E – ADMINSTRATIVE SERVICES

Hampshire holidays. Changes to this Schedule may be made upon agreement with the State Project Manager.

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT F – TERMS AND DEFINITIONS

EXHIBIT F – TERMS AND DEFINITIONS

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

TERM	DEFINITION
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Agreement	A Contract duly executed and legally binding.
Data Breach	Data Breach means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Data Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
Security Incident	"Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT F – TERMS AND DEFINITIONS

Confidential Information	<p>Information required to be kept Confidential and restricted from unauthorized disclosure under the Contract. "Confidential Information" or "Confidential Data" means all private/restricted confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Protected Health Information and Personally Identifiable Information.</p> <p>Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of any state agency or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Personal Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.</p>
Contract	An Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Deficiency (-ies)/Defects	A failure, shortcoming or error in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, code, or other), provided by the Contractor to the State or under the terms of a Contract requirement.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Enhancements	Updates, additions, modifications to, and new releases for the Software or System, and all changes to the Documentation as a result of improvement in quality, value, or extent.

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT F – TERMS AND DEFINITIONS

Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosted System	The combination of hardware, software and networking components used by the Application Service Provider to deliver the Hosted Services.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
Implementation	The process for making the System fully Operational for processing the Data.
Non-Public Information	Information, other than Personal Information, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the State because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.
Operational	Operational means that the System is ready for use and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued Acceptance.
Personal Information	“Personal Information” (or “PI”) or “Personally Identifiable Information” (PII) means information which can be used to distinguish or trace an individual’s identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother’s maiden name, etc.
Proposal	The submission from a Vendor in response to the Request for a Proposal.
Software	All Custom, SAAS and COTS computer programs and applications provided by the Contractor under the Contract.
Software Deliverables	All Custom, SAAS and COTS Software and Enhancements.

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT F - TERMS AND DEFINITIONS

Software License	Licenses provided to the State under this Contract.
Software-as-a-Service (SaaS)	The capability provided to the State to use the Contractor's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, Operating Systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.
Specifications	Written details that set forth the requirements which include, without limitation, the RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State Data	All Data created or in any way originating with the State, and all Data that is the output of computer processing of or other electronic manipulation of any Data that was created by or in any way originated with the State, whether such Data or output is stored on the State's hardware, the Contractor's hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year (SFY) runs from July 1 of the preceding calendar year through June 30 of the applicable calendar year.
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Contractor which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.
System	All Software, specified hardware, interfaces and extensions, integrated and functioning together in accordance with the Specifications.

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT F – TERMS AND DEFINITIONS

Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.
Verification	Supports the confirmation of authority to enter a computer system application or network.
Warranty	The conditions under, and period during, which the Contractor will repair, replace, or other compensate for, the defective item without cost to the buyer or user. It also delineates the rights and obligations of both parties in case of a claim or dispute.
Warranty Period	A period of coverage during which the Contractor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.

Remainder of this page intentionally left blank

DS

STATE OF NEW HAMPSHIRE

Click or tap here to enter text.

Click or tap here to enter text. - Click or tap here to enter text.

EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES

EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES

ATTACHMENTS

- a. Exhibit B Business and Technical Requirements – Attachment 1
- b. Agency Compliance Documents – Attachment 2

CONTRACTOR CERTIFICATES

- a. Contractor's Certificate of Good Standing
- b. Contractor's Certificate of Vote/Authority
- c. Contractor's Certificate of Insurance

Remainder of this page intentionally left blank

Handwritten initials

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that FAIRFAX DATA SYSTEMS, INC. is a Virginia Profit Corporation registered to transact business in New Hampshire on November 02, 2015. 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: 734131

Certificate Number: 0005752103



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 7th day of April A.D. 2022.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

MINUTES OF SPECIAL MEETING OF THE BOARD OF DIRECTORS
OF
FAIRFAX DATA SYSTEMS, INC.

Purpose: To approve and adopt signature authority and Titles.

A special meeting of the Board of Directors of the above-named Corporation was held at:

Date: 17 November 2014

Time: 6:00 p.m.

Place: 431 Candlewood Lake Rd. North, New Milford, Connecticut 06776

The following Directors were present, constituting a quorum:

David L. Suess

Jennifer K. Suess

David L. Suess and Jennifer K. Suess being all of the Board of Directors of the Corporation, consent to the following action:

RESOLVED, that David Suess and Jennifer Suess, as owners and board of directors delegate authority to Fairfax's Operations Manager, Tobi Gebauer on the following terms and conditions:

The Operations Manager is an officer of the company and has signature authority and may review and execute/bind on the company's behalf all contracts, agreements and financial securities. Including and not limited to the following: sign contracts, sign modifications, negotiate changes, administer orders, make payments, contract administration and sign offer letters.

RESOLVED, that Kimberly Doro authority to sign Non Disclosure agreements have been revoked and all and any titles given to her at Fairfax Data Systems and to revoke all of her signature and other authority explicit or implied. This revocation is effective on the day of her release from Fairfax Data Systems.

RESOLVED, that David Suess will be the new President, Chief Executive Officer and Chief Financial Officer and has the signature and authority given to execute the office of President, CFO and CEO.

RESOLVED, that the Chief Executive Officer and such other officers as may be authorized by the Board of Directors, from time to time, empowered and directed to take any and all necessary steps to carry out the provisions of the above Plan.

RESOLVED, that Timothy McGiness have the authority to sign Non Disclosure agreements.

With no further business to come before the meeting, upon a motion duly made, seconded and unanimously carried, the meeting was adjourned.

David J. Lee

Secretary

Approved:

David J. Lee

Chairman

WAIVER OF NOTICE OF SPECIAL MEETING OF THE BOARD OF DIRECTORS

OF

FAIRFAX DATA SYSTEMS, INC.

Purpose: To approve and adopt signature authority and Titles

We, the undersigned, constituting all of the Directors of Fairfax Data Systems, a domestic corporation organized under the laws of the Commonwealth of Virginia do hereby severally waive notice of the time, place and purpose of the special meeting of Directors, and of any adjournment or adjournments thereof; and consent that the meeting be held at :

Place: 431 Candlewood Lake Rd. North, New Milford, Connecticut 06776

Date: 17 November 2014

Time: 6:00 p.m.

We do further severally agree and consent to the transaction thereat of any and all business that may properly come before said meeting.

Dated: 11/17/14



Director


Director



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/8/2021

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 MVR Agency 477 Ashford Ave Ardsley NY 10502	CONTACT NAME: Jennifer Rosenberry PHONE (A/C, No, Ext): 914-693-3500 E-MAIL ADDRESS: Jrosenberry@mvragency.com FAX (A/C, No): 914-693-3980
	INSURER(S) AFFORDING COVERAGE
INSURED Fairfax Data Systems, Inc 30 Bridge Street Suite 300 New Milford CT 06776	INSURER A: Hartford Casualty Ins. Co. NAIC # 29424
	INSURER B: Hartford Fire Insurance Co. 19682
	INSURER C: Hartford Accident & Indemnity 914
	INSURER D:
	INSURER E:
	INSURER F:

COVERAGES CERTIFICATE NUMBER: 668043571 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			16SBAAB9258	12/12/2021	12/12/2022	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>			16SBAAB9258	12/12/2021	12/12/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			16SBAAB9258	12/12/2021	12/12/2022	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
C	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	16WECAE7G97	12/12/2021	12/12/2022	PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability Cyber Liability			16TE0344046-21 16TE0344046-21	12/12/2021 12/12/2021	12/12/2022 12/12/2022	Occ/Agg Aggregate Retention 3,000,000 3,000,000 10,000

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

CERTIFICATE HOLDER**CANCELLATION**

New Hampshire Employment Security 45 South Fruit Street Concord NH 03104	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

© 1988-2015 ACORD CORPORATION. All rights reserved.