

MLC



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION
P.O. BOX 1806
CONCORD, NH 03302-1806
603-271-5610 FAX: 888-908-6609
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HELEN E. HANKS
COMMISSIONER

JONATHAN K. HANSON
DIRECTOR

May 31, 2023

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

REQUESTED ACTION

Authorize the NH Department of Corrections (NHDOC) to enter into a **sole source** contract with APPRISS Insights, LLC (VC #399641), 1550 Peachtree St NE, Atlanta, GA 30309 in the amount of \$129,726.91 for the provision of Victim Information and Notification Everyday (VINE®) , with the option to renew for one additional period of up to three years, effective upon Governor and Executive Council approval through June 30, 2026. This **sole source** contract will be funded by 97% Federal Revenue Transfer from Other Agency and 3% of General Funds in Fiscal Year 2023, and 100% General Funds in Fiscal Year(s) 2025 and 2026.

Funds are available in Fiscal Year 2023 and anticipated to be available in account *Contracts for Program Services*: 02-46-46-460510-83380000-102-500731 for Fiscal Year(s) 2025, and 2026, upon the continued appropriation of funds in the future operating budget(s) with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

APPRISS Insights, LLC.

Account	Description	FY 2023	FY 2024	FY 2025	FY 2026	Total
02-46-46-460510-83380000-102-500731	Contracts for Program Svc	\$50,575.79	\$0.00	\$25,287.90	\$53,863.22	\$129,726.91
Total Contract Amount						\$129,726.91

EXPLANATION

NHDOC is seeking to enter into a **Sole Source** contract with APPRIS Insights, LLC for the provision of post-conviction automated victim notification or VINE® system. Appriss is the sole provider of the Victim Information and Notification Everyday (VINE) system and has become a critical component to all county victim notification systems and partnering agencies as well as meeting the Bureau of Justice Administration's (BJA) Statewide Automated Victim Information and Notification (SAVIN) guidelines and standards. VINE will guarantee compliance with the BJA's SAVIN guidelines and standards.

Victim Services Unit was originally awarded grant funding through the Victims of Crime Act (VOCA) to support timely access to reliable information on incarcerated individuals in the United States jails and prison facilities. VINE® is a free, notification system that provides updated custody information through automated notifications by telephone, e-mail, text messages or text telephone devices (TTY) to victims of crime, survivors, the general public, law enforcement and public servants.

By partnering with APPRISS Insights, LLC, this technological solution provides information to an array of individuals, most importantly, it will empower survivors of crimes with updated custody status and case information they need to stay protected and maintain peace of mind.

Your continued support is appreciated.

Respectfully Submitted,

Paul Ray

For Helen E. Hanks
Commissioner

Paul Ray

Asst Commissioner



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

Denis Goulet
Commissioner

June 1, 2023

Helen E. Hanks, Commissioner
Department of Corrections
State of New Hampshire
PO Box 1806
Concord, NH 03302

Dear Commissioner Hanks:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with APPRISS Insights, as described below and referenced as DoIT No. 2024-012.

The purpose of this request is for the implantation of an automated victim's notification system which affords informational access to unified resources incorporating self-service functionality and providing the end user the flexibility to select preferred pathways to communication.

The Total Price Limitation will be \$129,726.91, effective upon Governor and Council approval through June 30, 2026.

A copy of this letter must accompany the Department of Corrections' 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/jd
DoIT #2024-012

cc: Mike O'Neil, IT Manager
Loretta Razin, Administrator II

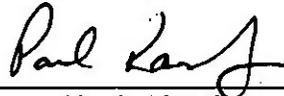
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Corrections		1.2 State Agency Address P.O. Box 1806 Concord, NH 03302	
1.3 Contractor Name APPRISS Insights, LLC. (VC #399641)		1.4 Contractor Address 9901 Linn Station Road, Suite 200 Louisville, KY 40223	
1.5 Contractor Phone Number 502-815-5574	1.6 Account Unit and Class 02-46-46-460510-83380000- 102-500731	1.7 Completion Date 6/30/2026	1.8 Price Limitation \$129,726.91
1.9 Contracting Officer for State Agency Lauren Avery, Administrator		1.10 State Agency Telephone Number 603-271-4992	
1.11 Contractor Signature  Date: 6/1/2023		1.12 Name and Title of Contractor Signatory Jarrod Carnahan, Vice President	
1.13 State Agency Signature  Date: 6/1/2023		1.14 Name and Title of State Agency Signatory Helen E. Hanks, 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:  On: 6/1/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

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, 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.

3.3 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. 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 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, 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 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. 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.

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 and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. 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 age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. 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 this Agreement and all rules, regulations and orders pertaining to 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 Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

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;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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.

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) calendar 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) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure 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, 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 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, 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.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 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. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. 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 State's sovereign immunity, 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 any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. 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 any 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. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. 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.

18. 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.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. 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.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. 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.

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

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. 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.

26. 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.

Victim Information and Notification Everyday (VINE)® Services

This Agreement is between the State of New Hampshire, acting by and through the STATE OF NEW HAMPSHIRE, DEPARTMENT OF CORRECTIONS ("State" or "Department"), 1 05 Pleasant Street, Concord, NH 03301 and APPRISS Insights, Inc. (VC #399641) ("Contractor"), a Delaware For Profit Corporation, 1550 Peachtree St NE, Atlanta, GA 30309.

WHEREAS, the State and the Contractor have agreed for the Contractor to provide Victim Information and Notification Everyday (VINE)® Services for the NH Department of Corrections (NHDOC).

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

EXHIBIT A

SPECIAL PROVISIONS

1. To amend the Contract Price/Price Limitation/Payment provision, 5.3, of the original P-37 contract, to read: "The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law."
2. To amend the Contract Price/Price Limitation/Payment provision, 5.4, of the original P-37 contract, to read: "The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid."
3. To amend the Compliance by Contractor with Laws and Regulations/Equal Employment Opportunity provision, 6.4, of the original P-37 contract, to read: "The Contractor agrees to permit the State reasonable access to Contractor's books, and accounts, in a time and manner mutually agreed to by the parties, solely for the limited purpose and only to the extent necessary to ascertaining compliance with this Agreement and all applicable rules, regulations and orders pertaining to the covenants, terms and conditions of this Agreement."
4. To amend the Event of Default/Remedies provision, 8.1.1, of the original P-37 contract, to read: "failure to perform the Services satisfactorily or on schedule in accordance with the State of NH Long Form Contract P-37 v. 2/23/2023 as modified by VINE® Services Exhibit A, VINE® Services Exhibit B & C, and VINE® Service Agreement."
5. To amend the Event of Default/Remedies provision, 8.2.3, of the original P-37 contract, to read: "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; and/or"
6. To remove the Event of Default/Remedies provision, 8.2.4, of the original P-37 contract in its entirety.
7. To amend the Termination provision, 9.1, of the original P-37 contract, to read: "Notwithstanding paragraph 8, either party may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the other party exercising its option to terminate the Agreement."
8. To amend the Termination provision, 9.2, of the original P-37 contract, last sentence to read: "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 thirty (30) 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 30 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement."

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9. To amend the Property Ownership/Disclosure provision, 10.2, of the original P-37 contract, to read: "Notwithstanding the foregoing in this Section 10, Contractor may utilize data in accordance with Article VII of the VINE® Service Agreement incorporated herein."
10. To remove the Property Ownership/Disclosure provision, 10.3, of the original P-37 contract in its entirety.
11. To amend the indemnification provision, 13, of the original P-37 contract, to read: "Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all third party 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, unless such act or omission of Contractor was due to explicit instruction of the State or its authorized agents. 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."
12. To remove the Insurance provision, 14.1.2, of the original P-37 contract in its entirety.
13. To amend the Insurance provision, 14.3, of the original P-37 by changing the second to last sentence of the clause to read: "Cancellation notice by the Insurer to the Certificate Holder will be delivered in accordance with the policy provisions."

EXHIBIT B

SCOPE OF SERVICES

1. Purpose

The purpose of this Agreement is to provide VINE®/Enhanced VINE® services through the implementation of an automated victim's notification system which affords informational access to unified resources incorporating self-service functionality and providing the end user the flexibility to select preferred pathways to communication.

2. Abstract

VINE®, a standard feature offering, is an automated victim information and notification system that lets victims of crime, survivors, witnesses, public citizens, program administrators/managers and service providers to search and obtain timely and reliable information regarding the custody status of a resident (offender) free of charge to registrants of VINE® services. Registrants can access VINE® through a statewide dedicated VINE® toll-free phone line available 24 hours/day, 7 days/week, and

365 days/year (24/7/365), visiting www.vinelink.com or using the VINELink™ mobile app to anonymously check on a resident's status. In addition, registrants can receive automated notification status of a resident via the registrants' choice of notification format: e-mail, text or phone inclusive of text telephone (TYY/TDD) services for persons with a hearing or speech disability that is currently only offered in English.

3. Solution

Enhanced VINE®, a technological advanced solution that will give crime victims complete control and a choice to identify and collaborate with victim service providers and allied professionals. Enhanced VINE® will be implemented through a Secure File Transfer Protocol (SFTP), a network protocol that provides file access, file transfer and file management functionalities over any reliable data stream, based on the data preferences determined and provided by the NHDOD supported from the Department's Corrections Information System (CORIS) as a direct transfer of information.

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4. Term of Contract

Contract(s) awarded is to be effective upon Governor and Executive Council (G&C) approval through June 30, 2026 with an option to renew for one (1) additional period of up to three (3) years, only after mutual agreement between the parties, the approval of the Commissioner of the NHDOC and the Governor and Executive Council.

4.1. Subsequent renewal periods will support recurring services.

5. VINE® and Enhanced VINE® Product Offering

5.1. VINE® Features

5.1.1. Statewide dedicated VINE® toll-free phone line available 24/7/365

5.1.2. VINELink™ - Dedicated public web-based portal available 24/7/365 to afford registrants access to information through a secure web portal which publishes resident information via VINELink™ (www.vinelink.com). VineLink™ is searchable by multiple criteria and system data elements that can accommodate and scale for increased traffic from multiple and simultaneous users. VINELink™ shall provide the following functionalities:

- Single on-line self-registration process
- Information inquiries
- NHDOC contact information
- Victim support and self-advocacy information
- Multi-language support
- Website maintenance and routine updates of product offering and improvement
- Secure authentication personal identification number (PIN)

5.1.3. VINELink Mobile App - Allow users to access information regarding VINE® via a mobile application including:

- Registration for notification
- Up-to-date resident status
- Resident search capabilities
- Victim resources

5.1.4. VINEWatch - Secure, administrative web portal provided to administrators for the management of the VINE® program. VINEWatch is a permission security web site that allows users to access only information associated with their agency and role with functions activated based upon specific user needs. VINEWatch shall provide the following functionalities:

- Obtain usage reports defined by the NHDOC
- Print notification letters
- Look up resident status/victim registrations
- Register victims for notification
- Update registrations
- Stop and cancel notification calls
- Provide emergency override reporting
- View notification content of delivered victim notifications

5.1.5. Live Operator Assistance - Through the VINE® toll-free phone number, callers have the option to speak to a sensitivity-trained VINE® Service Representative (VSR) that can provide assistance 24/7/365 locating a resident, registering for automated notification, and/or referring the victim to state agencies regarding additional concerns and information. Live Operator Assistance shall include the following functionality:

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- Translation services for over one hundred ninety (190) different languages other than English

5.1.6. **Dedicated Support Team** - Live operator support consisting of qualified technical experts available 24/7/365 through APPRISS Insights' Customer First Center (CFC) inclusive of a dedicated Client Relationship Manager (CRM) who shall serve as the primary point of contact for research and resolution of service interruptions to include:

- Research, troubleshooting or escalation of victim, NHDOC and VINE® related topics.
- Quality Control Team and Support Team assignment upon determination of required escalation for research and resolution.
- Assignment of a CRM to contact the designated NHDOC program manager of service interruptions through automated messaging.

5.1.7 **Change Support** - All work performed by APPRISS Insights, LLC mapping (converting) data element preferences determined and provided by the NHDOC to VINE® supported data elements sets for direct SFTP transfer of information including, but not limited to, set up, configuration, testing, documentation, reporting and change/modification requests is considered standard maintenance covered under this Agreement and any renewals thereof.

- After the initial VINE® implementation, if the NHDOC chooses to change CORIS to a new Offender Management System (OMS), any new system that is not supported by VINE® is not considered standard maintenance and is subject to the hourly rate for performance of additional services as noted in Exhibit C, Paragraph
- Future Contractor Rates unless the new OMS is currently supported by VINE® which the APPRISS Insights, LLC fee is waived.
- Changes to a new OMS system not supported by VINE® will require an amendment to this Agreement or a new contract that is outside the scope of this Agreement.

5.1.8 **Notifications** - As changes occur to a resident's status, notifications are made to all registered individuals. Depending on the data preferences determined by the NHDOC and supported by CORIS, the following notifications are identified as notification deliverables in part for this Agreement:

- State Facility Name, Address, Phone Number
- County Facility Name, Address, Phone Number
- Administrative Home Confinement (AHC)
- Maxed Out
- Conditional Release
- Lifetime Conditional Release
- Sentence Served
- Incarcerated Status
- Interstate Active Detainer
- Interstate Compact In
- Community Supervision (Monitoring)
- Probation/Parole Status
- Parole Status
- Revocation/Review/Disciplinary/Parole Hearing
- Reduction of Maximum Sentence
- Conditions Not Modified/Modified
- Hearing Continued
- Detention Extended/Not Extended
- Client Cancelled/Detained
- Parole Revoked/Not Revoked/Granted/Denied
- Secure Facility
- Community Location
- Other Jurisdiction

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- Other
- Reconsideration Hearing
- Minimum/Minimum-Parole Violator (PV)
- Close/Close-PY
- Community
- Maximum/Maximum-PY
- Medium/Medium - PV
- Unclassified
- Escape/Return from Escape
- Work Release
- Transfer
- Death

5.1.8.1. Phone Notification, Calling Pattern - Notification calls are made every thirty (30) minutes until the call is answered by a live representative or by an automated phone system. Once answered, the notification call will continue every two (2) hours until a PIN is entered, confirming receipt by the appropriate recipient and with an overall call pattern of twenty-four (24) hours.

5.1.8.2. Four-digit PIN - To authenticate or identify a user to the system, allow secure access for registrants, through the self-selection and registration process and confirm receipt of a notification. Registrants can update their PIN any time via www.vinelink.com.

5.1.8.3. Delivery Method for Notifications:

- Phone- Telephone notifications can be delivered to any direct dial number (e.g., home, work and or cell).
- E-Mail - Initiated at the time of the event change
- SMS (Text Messages)-Initiated at the time of the event change
- TTY/TDD - A user can be registered to be notified via a TTY device with outbound notifications automated to communicate with the TTY device. A nationwide toll-free number for TTY devices is available for this option with this service only currently offered in English.

5.1.8.4. Additional Notifications: Future additional data element preferences determined by the NHDOC not named in subparagraph 5.1.8. can be added as notifications by APPRISS Insights, LLC and shall be considered standard maintenance covered under this Agreement at no additional cost as long as data interface modifications are not required, to the NHDOC and any renewals thereof.

5.1.9 **Monitoring of Systems and Agency Data** - Monitoring capabilities of agency data include analytical tools, internal tools and resynchronization of data. Analytical tools maintain tighter controls in collecting data, capturing errors and monitoring changes in data transmitted to the VINE system. Internal tools provide operational business intelligence and remote monitoring by evaluating each system for events, warnings and alarms and generating support tickets to assign escalation actions. Resynchronization (automated or manual reconciliation) of data to occur on a schedule agreed upon between the parties.

5.1.10 **Script Changes** -APPRISS Insights, LLC approved modifications to the wording for phone, e-mail, and SMS text scripts for notifications in English and Spanish.

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5.1.11 **Enhancements** - In addition to the mechanics of the VINE System, APPRISS Insights, LLC will provide product enhancements on a routine basis and completed on an ongoing basis to include website usability improvements and product enhancements to increase functionality. APPRISS Insights, LLC shall not charge for standard product enhancements that are beneficial and applicable to all customers subscribing to the APPRISS Insights' services.

5.2 **Enhanced VINE®** - In addition to the standard VINE® services and offering, the features of

5.2.1 Enhanced VINE® goes beyond notifications by facilitating a greater degree of information sharing between public servants, victims, service providers, victim interaction and resulting data. Enhance VINE® includes:

- Heightened emphasis on confidentiality and security
- Enhanced data reporting metrics
- Location-based service provider list, including description of services and contact information
- Voice interaction for phone resident search and registration
- Improved service-oriented architecture that reduces down-time for product-level maintenance/enhancements and allows for easier integration through web service application Program Interface (API)

5.2.1 Enhanced VINE® Features

- 24/7/365 operator support
- 24/7 data operations support
- Development and maintenance of all interfaces, if applicable
- Support of data center and redundant data center
- Promotional material
- Development and ongoing support of VINE® software and applications
- Multi-lingual operator support (190+ languages)
- Automated phone, e-mail, TYY/TDD, SMS notification
- Administrative portal
- Expanded mobile platform, seamless across devices
- Registration linking
- Voice recognition registration capability (English)
- Victim self-advocacy
- Service Provider Directory
- Newsfeed for Program Managers
- Quick access to frequently viewed offender-service provider
- "Quick Escape" feature to exit application
- Improved self-service capabilities and reporting for VINE® Program Administrators

5.3 **Enhanced VINE®** – In addition to the standard VINE® services and offering, the features of Enhanced VINE® goes beyond notifications by facilitating a greater degree of information sharing between public servants, victims, service providers, victim interaction and resulting data. Enhanced VINE® includes:

- Heightened emphasis on confidentiality and security
- Enhanced data reporting metrics
- Location-based service provider list, including description of services and contact information
- Voice interaction for phone resident search and registration (English)
- Improved service-oriented architecture that reduces down-time for product-level maintenance/enhancements and allows for easier integration through web service application Program Interface (API)

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5.3.1 Enhanced VINE® Features

- 24/7/365 operator support
- 24/7 data operations support
- Development and maintenance of all interfaces, if applicable
- Support of data center and redundant data center
- Promotional material
- Development and ongoing support of VINE® software and applications
- Multi-lingual operator support (190+ languages)
- Automated phone, e-mail; TTY/TDD, SMS notification
- Administrative portal
- Expanded mobile platform, seamless across devices
- Registration linking
- Voice recognition registration capability (English)
- Victim self-advocacy
- Service Provider Directory
- Newsfeed for Program Managers
- Quick access to frequently viewed offender-service provider
- “Quick Escape” feature to exit application
- Improved self-service capabilities and reporting for VINE® Program Administrators

6. APPRISS Supported Feature Matrix

6.1. Table: VINE/Enhanced VINE® Matrix

Table 6.1: VINE/ENHANCED VINE® Matrix	VINE®	Enhanced VINE®
Toll-Free Phone Line 24/7/365	X	X
VINELink™ – Public Portal 24/7/365	X	X
VINELink™ Mobile App	X	X
VINEWatch – Administrative Portal	X	X
Live Operator VINE Service Representative (VSR) – Multi-Lingual (190+ Languages) 24/7/365	X	X
Customer First Center (CFC) 24/7/365 – Technical Support	X	X
Change Support Data Element Mapping – (Initial)	X	X
Application Support and Development – Ongoing	X	X
Notifications: Phone, E-Mail, SMS, TTY/TDD & In-App	X	X
Four Digit Personal Identification Number (PIN) Identifier	X	X
Monitoring System/Data – APPRISS New Technology (NT) Interface, Intelligent Monitoring & Reconciliation of Data	X	X
Script Changes: Phone, E-Mail & SMS – English & Spanish	X	X
Data & Redundant Data Center	X	X
Enhancements – On-going	X	X
Annual Promotional Brochures/Merchandise	X	X
Expanded Mobile Platform (seamless across all devices, i.e., PC, Tablet, Smart Phone)		X
Registration Linking (follow resident throughout criminal justice process), Voice Recognition (English), National Search, Victim Self-Advocacy & Service Provider Directory		X
Newsfeed for Program Managers, Quick Access/Escape (exit application)		X
Enhanced Data Matrix/Self Service Maintenance Capabilities		X
Improved Service Oriented Architecture – Eliminates down time and allows for easier integration through web service Application Program Interface (API)		X
Training Support – Webinars, In-person Training, Quick Reference Guides: VINELink.com, VINELink Mobile App, VINEWatch & Custody Status Override Procedures		X

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7. Facilities of the NHDOC Correctional System

Northern Region – Northern NH Correctional Facility		
Northern NH Correctional Facility (NCF)	138 East Milan Road	Berlin, NH 03570
Southern Region – Southern NH Correctional Facilities		
NH State Prison for Men – (NHSP-M)	281 North State Street	Concord, NH 03301
Secure Psychiatric Unit (SPU)	281 North State Street	Concord, NH 03301
Residential Treatment Unit (RTU)	281 North State Street	Concord, NH 03301
NH Correctional Facility for Women – (NHCF-W)	42 Perimeter Road	Concord, NH 03301
Concord Transitional Work Center – (TWC)	275 North State Street	Concord, NH 03301
Community Corrections – Women (Shea Farm)	60 Iron Works Road	Concord, NH 03301
Community Corrections – Men (North End House)	1 Perimeter Road	Concord, NH 03301
Community Corrections – Men (Calumet House)	126 Lowell Street	Manchester, NH 03104

8. Information

- 8.1 In performing its obligations under the Contract, the Contractor may gain access to information of the residents/patients/non-adjudicated residents including confidential information. The Contractor shall not use information developed or obtained during the performance of, or acquired or developed by reason of the Contract, except as is directly connected to and necessary for the Contractor's performance under the Contract.
- 8.2 Contractor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, reproduction, and all information of the resident/patient/non-adjudicated residents that becomes available to the Contractor in connection with its performance under the Contract.
- 8.3 In the event of unauthorized use or disclosure of the residents/patient/non-adjudicated resident information, the Contractor shall immediately notify the NH Department of Corrections.
- 8.4 All financial, statistical, personnel and/or technical data supplied by NH Department of Corrections to the Contractor are confidential. The Contractor is required to use reasonable care to protect the confidentiality of such data. Any use, sale or offering of this data in any form by the Contractor, or any individual or entity in the Contractor's charge or employ, will be considered a violation of the contract, and may result in contract termination. In addition, such conduct may be reported to the State Attorney General for possible criminal prosecution.

9. Security Policy

- 9.1 Contractor adheres to the highest industry standards for cybersecurity and compliance for accomplishing the scope of work, as modified in this section. Contractor agrees to provide full-spectrum, NIST-based, defense in depth controls to protect the full lifecycle of information systems, data flow and data protection; a summary of the framework addressing security controls by domain may be viewed at <https://controlsframework.equifax.com/home>. These controls are updated at least annually and shared with Department of Corrections.
- 9.2 Department of Corrections will not engage in bi-directional interfacing with APPRISS to ensure CJIS information is maintained. Department of Corrections will do a file share of non-CJIS protected information to facilitate contract [i.e. Personal Identification Information (PII)].

10. Change of Ownership

In the event that the Contractor should change ownership for any reason whatsoever, the NHDOC shall have the option of continuing under the Contract with the Contractor or its successors or assigns for the full remaining term of the Contract, continuing under the Contract with the Contractor or, its successors or, assigns for such period of time as determined necessary by the NHDOC, or terminating the Contract.

11. Contractor Designated Liaison

Contractor shall designate a representative to act as a liaison between the Contractor and the NHDOC for the duration of the Contract and any renewals thereof. The Contractor shall, within five (5) days after the award of the Contract: submit a written identification and notification to NHDOC of the name, title, address, telephone & fax number, of its organization as a duly authorized representative to whom all correspondence, official notices and requests related to the Contractor's performance under the Contract.

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- 11.1. Any written notice to the Contractor shall be deemed sufficient when deposited in the U.S. mail, postage prepaid and addressed to the person designated by the Contractor.
 - 11.2. The Contractor shall have the right to change or substitute the name of the individual described above as deemed necessary provided that any such change is not effective until the Commissioner of the NHDOC actually receives notice of this change.
 - 11.3. Changes to the named Liaison by the Contractor must be made in writing and forwarded to the NHDOC, Commissioner, or designee(s), P.O. Box 1806, Concord, NH 03302.
- 12. Contractor Liaison's Responsibilities**
Contractor's designated liaison shall be responsible for:
- 12.1. Representing the Contractor on all matters pertaining to the Contract and any renewals thereof. Such a representative shall be authorized and empowered to represent the Contractor regarding all aspects of the Contract and any renewals thereof.
 - 12.2. Monitoring the Contractor's compliance with the terms of the Contract and any renewals thereof.
 - 12.3. Receiving and responding to all inquiries and requests made by NHDOC in the time frames and format specified by NHDOC in this Contract and any renewals thereof.
 - 12.4. Manage the project as a primary contact during the requirements gathering and implementation phases.
 - 12.5. Coordinate APPRISS's implementation team: Systems Integration Analysts, Systems Programmers and quality assurance resources and services.
 - 12.6. Create a Project Requirements Document (PRD) to finalize all implementation activities and details.
 - 12.7. Provide a data layout for the resident custody data.
 - 12.8. Provide the required development resources for the direct SFTP transfer of information.
 - 12.9. Meeting with representatives of NHDOC on a periodic or as-needed basis to resolve issues, which may arise.
- 13. NH Department of Corrections Contract Liaison Responsibilities**
NHDOC' Commissioner, or designee(s), shall act as liaison between the Contractor and the NHDOC for the duration of the Contract and any renewals thereof. The NHDOC reserves the right to change its representative, at its sole discretion, during the term of the Contract, and shall provide the Contractor with written notice of such change. The NHDOC representative shall be responsible for:
- 13.1. Representing the NHDOC on all matters pertaining to the Contract. The representative shall be authorized and empowered to represent the NHDOC regarding all aspects of the Contract.
 - 13.2. Monitoring compliance with the terms of the Contract.
 - 13.3. Responding to all inquiries and requests related to the Contract made by the Contractor, under the terms and in the time frames specified by the Contract.
 - 13.4. Provide appropriate subject matter expert (SME) for design, development, testing and approval of project documents.
 - 13.5. Assist with service provider resource list/profiles by identifying the providers that will be participating in the Enhance VINE® program.
 - 13.6. Provide support to develop training and informational guides.
 - 13.7. Work collaboratively to meet the key project milestones.
 - 13.8 Meeting with the Contractor's representative on a periodic or as-needed basis and resolving issues, which arise.
 - 13.9 Informing the Contractor of any discretionary action taken by the NHDOC pursuant to the provision of the Contract.
- 14. Reporting Requirements**
NH Department of Corrections shall, at its sole discretion:

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- 14.1. All material developed or acquired by the Contractor, as a result of work under the Contract shall become the property of the State of New Hampshire. No material or reports prepared by the Contractor shall be released to the public without the prior written consent of the NHDOC.
- 14.2. Any reports and/or information requested by the NHDOC shall be forwarded to: NH Department of Corrections, P.O. Box 1806, Concord, NH 03302.
- 14.3. It is the intent of the NHDOC to work with the Contractor so that the Contractor can provide any reporting requirements that meets the Department's needs to include but not limited to reports to meet the projects' Deliverables, Activities, and Milestones and requirements for a Final Report and/or Termination Report, if applicable.

15. Performance Evaluation

NHDOC shall, at its sole discretion monitor and evaluate the Contractor's compliance with the Terms and Conditions and adherence to the Scope of Services of the Contract for the life of the Contract and any renewals thereof.

16. Performance Management

NH Department of Corrections shall, at its sole discretion:

16.1. Inform the Contractor of any dissatisfaction with the Contractor's performance of its provision of services detailed within the Contract and include requirements for corrective action.

16.2. Terminate the Contract as permitted by law, if the NHDOC determines that the Contractor:

16.2.1. Does not comply with the terms of the Contract.

16.2.2. The Contractor shall fully coordinate the performance activities of the Contract with those of the NH Department of Corrections. As the work of the Contractor progresses, advice and information on matters covered by the Contract shall be made available by the Contractor to the NHDOC as requested by the Department throughout the effective period of the Contract.

17. Bankruptcy or Insolvency Proceeding Notifications

17.1. Upon filing for any bankruptcy or insolvency proceeding by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the Contractor must notify the NHDOC immediately.

17.2. Upon learning of the actions herein identified, the NHDOC reserves the right at its sole discretion to either cancel the Contract in whole or in part, or, re-affirm the Contract in whole in part.

18. Audit Requirement

Contractor agrees to comply with any recommendations arising from periodic audits on the performance of the Contract, providing that the recommendations do not require unreasonable hardship, which would normally affect the value of the Contract or cause Contractor to breach its obligations.

19. Notification to the Contractor

NHDOC shall be responsible for notifying the Contractor of any policy or procedural changes affecting the contracted services at least thirty (30) days before the implementation of such policy or procedure. The Contractor shall implement the changes on the date specified by the Department unless delaying implementation will have a material impact on Contractor's ability to meet its contractual obligations permitted by this Contract.

20. Order of Precedence

In the event of conflict or ambiguity among any of the text of the Contract documents, the following order of precedence shall govern:

20.1 State of NH Long Form Contract P-37 v. 12/11/2019 as modified by VINE® Services Exhibit A;

20.2 VINE® Services Exhibit B & C; and

20.3 VINE® Service Agreement.

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EXHIBIT C

METHOD OF PAYMENT AND CONTRACT PRICE

1. **Contract Type**

The total Contract price limitation shall not exceed one hundred, sixty-one thousand, eight hundred three dollars and thirty-four cents (\$161,803.34) as indicated in Block 1.8, Price Limitation, of the General Provisions, P-37, v. 2/23/2023.

2. **Service Pricing Fee Structure**

2.1. Table: Service Pricing Fee Structure

FY	Service	Period	Amount
FY23	Maintenance/Operating	1/1/2024 - 12/31/2024	\$ 50,575.79
FY24	Included in FY23 payment		\$ -
FY25	Maintenance/Operating	1/1/2025 - 6/30/2025	\$ 25,287.90
FY26	Maintenance/Operating	7/1/2025 - 6/30/2026	\$ 53,863.22
TOTAL			\$ 129,726.91

3. Invoices shall be sent to the NHDOC, Financial Services, P.O. Box 1806, Concord, NH 03302, or designee, for approval. The "Bill To" address on the invoice shall be: NHDOC, Financial Services, P.O. Box 1806, Concord, NH 03302.

4. APPRISS Insights, LLC shall submit invoices for Services or Deliverables in a format determined by the NHDOC and contain detailed information, including without limitation: itemization and identification of each Deliverable for which payment is sought, acceptance date, delivery date, installation date and/or annual recurring fees. The NHDOC may adjust the payment amount identified on an invoice upon acceptance of a Deliverable. The NHDOC will pay a properly documented and undisputed invoice within thirty (30) days of invoice receipt.

5. Payment shall be made to the name and address identified in the Contract as the "Contractor" unless: (a) the Contractor has authorized a different name and mailing address in writing or (b) authorized a different name and mailing address in an official State of New Hampshire Contractor Registration Application Form or (c) unless a court of law specifies otherwise. The Contractor shall not invoice federal tax. The State's tax-exempt certificate number is 026000618.

The remainder of this page is intentionally blank.

Glossary of Terms

Various terms and abbreviations ARE used within this Contract. This glossary terms and acronym list is an attempt to help make reading this document easier and more understandable.

Term	Acronym	Description/Definition
Administrative Home Confinement	AHC	
Application Program Interface	API	
Amazon Web Services	AWS	
Criminal Justice Information Services	CJIS	
Client Relationship Manager	CMR	
Concord Transitional Work Center	TWC	
Corrections Information System	CORIS	
Customer First Center	CFC	
Client Relationship Manager	CRM	
Governor & Executive Council	G&C	
Health Information Portability and Accountability Act	HIPAA	
Mobile Application	App	
New Hampshire	NH	
New Technology	NT	
NH Department of Corrections	NHDOC	
NH Correctional Facility for Women	NHCF-W	
NH State Prison for Men	NHSP-M	
Northern NH Correctional Facility	NCF	
Offender Management System	OMS	
Parole Violator	PV	
Personal Computer	PC	
Personal Identification Number	PIN	
Post Office	P.O.	
Pre-production	PREP	
Project Requirements Document	PRD	
Protected Health Information	PHI	
Residential Treatment Unit	RTU	
Scope of Work	SOW	
Secure File Transfer Protocol	SFTP	
Secure Psychiatric Unit	SPU	
Short Message Service (text messages)	SMS	
State of NH Long Form Contract v. 12/11/2019	P-37	
Subject Matter Expert	SME	
Teletypewriter/Telecommunication Device for the Deaf	TTY/TDD	
United States	U.S.	
User Acceptance Testing	UAT	Verification process performed in a copy of a production environment
Version	v.	
Victim Information and Notification Everyday	VINE®	
VINE® Service Representative	VSR	

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**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 APPRISS INSIGHTS, LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on February 23, 2022. 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: 894189

Certificate Number: 0006202715



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be
affixed the Seal of the State of New
Hampshire, this 11th day of April A.O.

2023.

David M. Scanlan
Secretary of State

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability .



State of New Hampshire
Department of State
2023 ANNUAL REPORT

Filed
Date Filed: 3/27/2023
Effective Date: 3/27/2023
Business ID: 894189
David M. Scanlan
Secretary of State

BUSINESS NAME: APPRISS INSIGHTS, LLC
BUSINESS TYPE: Foreign Limited Liability Company
BUSINESS ID: 894189

STATE OF FORMATION: Delaware

PREVIOUS PRINCIPAL OFFICE ADDRESS	PREVIOUS MAILING ADDRESS
9901 Linn Station Road, Suite 200 Louisville, KY, 40223, USA	9901 Linn Station Road, Suite 200 Louisville, KY, 40223, USA

NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
1550 Peachtree St NE Atlanta, GA, 30309, USA	1550 Peachtree St NE Atlanta, GA, 30309, USA

REGISTERED AGENT AND OFFICE

REGISTERED AGENT: CORPORATION SERVICE COMPANY (150560)
REGISTERED AGENT OFFICE ADDRESS: 10 Ferry Street Suite 313 Concord, NH, 03301, USA

PRINCIPAL PURPOSE(S)

NAICS CODE	NAICS SUB CODE
OTHER / Technology and data provider, providing solutions that support informed decisions for early response to people-driven fraud and risk.	

MANAGER / MEMBER INFORMATION

NAME	BUSINESS ADDRESS	TITLE
Lisa Stockard	1550 Peachtree St NE, Atlanta, GA, 30309, USA	Manager

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.
Title: Manager
Signature: Lisa Stockard
Name of Signer: Lisa Stockard

Mailing Address - Corporation Division, NH Department of State, 107 North Main Street, Room 204, Concord, NH 03301-4989
 Physical Location - State House Annex, 3rd Floor, Room 317, 25 Capitol Street, Concord, NH
 Phone: (603)271-32461 Fax: (603)271-3247 | Email: corporate@sos.nh.gov | Website: sos.nh.gov

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**SECRETARY'S CERTIFICATE
of
"APPRISS INSIGHTS, LLC**

I, Emily McConnell, hereby certify that I am a duly elected, qualified Assistant Secretary of Appriss Insights, LLC, a Delaware limited liability company (the "Company"), and that as such, I am authorized to execute and deliver this certificate on behalf of the Company. I hereby further certify, in my capacity as Assistant Secretary of the Company and not in my personal capacity, as follows on behalf of the Company:

1. Appriss Insights, LLC is a wholly owned subsidiary of Equifax Inc., a Georgia corporation ("Equifax").
2. The following individual holds the position set forth opposite his name with Equifax:

Jarrod Carnahan Vice President, Government & Victim Services
3. By virtue of his position with Equifax, the ultimate parent of the Company, the above-named individual has authority to execute contractual commitments on behalf of the Company for the following lines of business:

VINE
Incarceration Intelligence
Justice Intelligence
Compliance

IN WITNESS WHEREOF, the undersigned has executed this certificate on this 6th day of March, 2023.

By 
Name: Emily McConnell
Title: Assistant Secretary

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/27/2023

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
MARSH USA, LLC
TWO ALLIANCE CENTER
2560 LENOX ROAD, SUITE 2400
ATLANTA, GA 30338
Attn: Atlanta.CsrRequest@marsh.com / Fax: 712-448-4321
CH191920890-APP-GMMLP-23-24

Address
Equitas Inc. & All Subsidiaries
Apparis Insights
9901 Ulan Station Road, Suite 800
Louisville, KY 40223

CONTACT	
PHONE	FAX
(A/C, Ins. Cont.)	(A/C, Mkt.)
E-MAIL	
INSURER(S) AFFORDING COVERAGE	
INSURER A: Zurich American Insurance Company	NAIC #
INSURER B: Syndicates 2523623 of Lloyd's	37540
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** ATL-005410533-07 **REVISION NUMBER:** 0

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.

ITEM #	TYPE OF INSURANCE	PRODUCER (A/C) (Mkt)	POLICY NUMBER	POLICY PERIOD (MM/DD/YYYY)	POLICY PERIOD (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		GLA 3035538-00	05/01/2023	05/01/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		GLA 3005534-00	05/01/2023	05/01/2024	UNINSURED SINGLE LIMIT (EA ACCIDENT) \$ 1,000,000 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 type="checkbox"/> RETENTION \$		AUC-3852183-00	05/01/2023	05/01/2024	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000
A	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Identify in ISO) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WC-4257158-00 (AOS) WC-4257158-00 (AZ)	05/01/2023	05/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER 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		TY20495221101	12/15/2022	12/15/2023	LIMIT: 10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 991, Additional Remarks Schedule, may be attached if more space is required)
The NH Department of Corrections is included as additional insured if required by within contract with respect to General Liability per the terms and conditions of the policy.

CERTIFICATE HOLDER

State of New Hampshire
NH Department of Corrections
P.O. Box 1026
Concord, NH 03302

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

NH DEPARTMENT OF
CORRECTIONS
ADMINISTRATIVE RULES

Cor 307 Items Considered Contraband. Contraband shall consist of:

- a) Any substance or item whose possession is unlawful for the person or the general public possessing it including but not limited to:
 - (1) narcotics
 - (2) controlled drugs or
 - (3) automatic or concealed weapons possessed by those not licensed to have them.
- b) Any firearm, simulated firearm, or device designed to propel or guide a projectile against a person, animal or target.
- c) Any bullets, cartridges, projectiles or similar items designed to be projected against a person, animal or target.
- d) Any explosive device, bomb, grenade, dynamite or dynamite cap or detonating device including primers, primer cord, explosive powder or similar items or simulations of these items.
- e) Any drug item, whether medically prescribed or not, in excess of a one-day supply or in such quantities that a person would suffer intoxication or illness if the entire available quantity were consumed alone or in combination with other available substances.
- t) Any intoxicating beverage.
- g) Sums of money or negotiable instruments in excess of \$100.00.
- h) Lock-picking kits or tools or instruments on picking locks, making keys or obtaining surreptitious entry or exit.
- i) The following types of items in the possession of an individual who is not in a vehicle, but shall not be contraband stored in a secured vehicle:
 - (1) knives and knife-like weapons, clubs and club-like weapons,
 - (2) tobacco, alcohol, drugs including prescription drugs unless prior approval is granted in writing by the facility Warden/designee, or Director/designee,
 - (3) maps of the prison vicinity or sketches or drawings or pictorial representations of the facilities, its grounds or its vicinity,
 - (4) pornography or pictures of visitors or prospective visitors undressed,
 - (5) radios capable of monitoring or transmitting on the police band in the possession of other than law enforcement officials,
 - (6) identification documents, licenses and credentials not in the possession of the person to whom properly issued,
 - (7) ropes, saws, grappling hooks, fishing line, masks, artificial beards or mustaches, cutting wheels or string rope or line impregnated with cutting material or similar items to facilitate escapes,
 - (8) balloons, condoms, false-bottomed containers or other containers which could facilitate transfer of contraband.

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

COR 307.02 Contraband on prison grounds is prohibited. The possession, transport, introduction, use, sale or storage of contraband on the prison grounds without prior approval of the commissioner of corrections or his designee is prohibited under the provision of RSA 622:24 and RSA 622:25.

COR 307.03 Searches and Inspections Authorized.

- a) Any person or property on state prison grounds shall be subject to search to discover contraband ...
Travel onto prison grounds shall constitute implied consent to search for contraband. In such cases where implied consent exists, the visitor will be given a choice of either consenting to the search or immediately leaving the prison grounds. Nothing in this rule, however, prevents non-consensual searches in situations where probable cause exists to believe that the visitor is or had attempted to introduce contraband into the prison pursuant to the law of New Hampshire concerning search, seizure and arrest.
- b) All motor vehicles parked on prison grounds shall be locked and have the keys removed. Custodial personnel shall check to insure that vehicles are locked and shall visually inspect the plain view interior of the vehicles. Vehicles discovered unlocked shall be searched to insure that no contraband is present. Contraband discovered during searches shall be confiscated for evidence, as shall contraband discovered during plain view inspections.
- c) All persons entering the facilities to visit with residents or staff, or to perform services at the facilities or to tour the facilities shall be subject to having their persons checked. All items and clothing carried into the institution shall be searched for contraband.

Jarrod Camahan, Vice President
Name


Signature

6/1/2023
Date

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

NH DEPARTMENT OF CORRECTIONS

RULES OF CONDUCT FOR PERSONS PROVIDING CONTRACT SERVICES

1. Engaging in any of the following activities with persons under departmental control is strictly prohibited:
 - a. Any contact, including correspondence, other than the performance of your services for which you have been contracted.
 - b. Giving or selling of anything
 - c. Accepting or buying anything
2. Any person providing contract services who is found to be under the influence of intoxicants or drugs will be removed from facility grounds and barred from future entry to NH Department of Corrections property.
3. Possession of any item considered to be contraband as defined in the New Hampshire code of Administrative Rules, Part COR 307 is a violation of the rules and the laws of the State of New Hampshire and may result in legal action under RSA 622:24 or other statutes.
4. In the event of any emergency situation, i.e., fire, disturbance, etc., you will follow the instructions of the escorting staff or report immediately to the closest available staff.
5. All rules, regulations and policies of the NH Department of Corrections are designed for the safety of the staff, visitors and residents, the security of the facility and an orderly flow of necessary movement and activities. If unsure of any policy and procedure, ask for immediate assistance from a staff member.
6. Harassment and discrimination directed toward anyone based on sex, race, creed, color, national origin or age are illegal under federal and state laws and will not be tolerated in the workplace. Maintenance of a discriminatory work environment is also prohibited. Everyone has a duty to observe the law and will be subject to removal for failing to do so.
7. During the performance of your services you are responsible to the facility administrator, and by your signature below, agree to abide by all the rules, regulations, policies and procedures of the NH Department of Corrections and the State of New Hampshire.
8. In lieu of Contracted staff participating in the Corrections Academy, the Vendor through the Commissioner or his designees will establish a training/orientation facilitated by the Vendor to supplement this requirement and appropriate orient Vendor staff to the rules, regulations, policies and procedures of the Department of Corrections and the State of New Hampshire.

Jarrod Carnahan, Vice President
Name


Signature

Date

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

NH DEPARTMENT OF CORRECTIONS
CONFIDENTIALITY OF INFORMATION AGREEMENT

I understand and agree that all employed by the organization/agency I represent must abide by all rules, regulations and laws of the State of New Hampshire and the NH Department of Corrections that relate to the confidentiality of records and all other privileged information.

I further agree that all employed by or subcontracted through the organization I represent are not to discuss any confidential or privileged information with family, friends or any persons not professionally involved with the NH Department of Corrections. If inmates or residents of the NH Department of corrections, or, anyone outside of the NH Department of Corrections' employ approaches any of the organization's employees or subcontractors and requests information, the staff/employees of the organization I represent will immediately contact their supervisor, notify the NH Department of Corrections, and file an incident report or statement report with the appropriate NH Department of Corrections representative.

Any violation of the above may result in immediate termination of any and all contractual obligations.

Jarrod Carnahan, Vice President
Name


Signature

6/1/2023
Date

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION
P.O. BOX 1806
CONCORD, NH 03302-1806
603-271-5610 FAX: 888-908-6609
TDD ACCESS: 1-800-735-2964
www.nh.gov/nhdoc

HELENE. HANKS
COMMISSIONER

JONATHAN K. HANSON
DIRECTOR

PRISON RAPE ELIMINATION ACT

ACKNOWLEDGEMENT FORM

The Prison Rape Elimination Act (PREA) of 2003 (with Final Rule August 2012) is a federal law established to address the elimination and prevention of sexual assault and sexual harassment within correctional systems and detention facilities. This Act applies to all correctional facilities, including prisons, jails, juvenile facilities and community corrections residential facilities. PREA incidents involve the following conduct:

- Resident-on-resident sexual assault
- Resident-on-resident abusive sexual contact
- Staff sexual misconduct
- Staff sexual harassment, assault of a resident

The act aimed to curb prison rape through a "zero-tolerance" policy, as well as through research and information gathering. The NH Department of Corrections has zero tolerance relating to the sexual assault/rape of offenders and recognizes these offenders as crime victims. Due to this recognition and adherence to the federal Prison Rape Elimination Act (PREA) of 2003, the NH Department of Corrections extends the "zero tolerance" to the following:

- Contractor/subcontractor misconduct
- Contractor/subcontractor harassment, assault of a resident

As a Contractor and/or Subcontractor of the NH Department of Corrections, I acknowledge that I have been provided information on the Prison Rape Elimination Act of 2003 Public Law 108-79-Sept. 4, 2003 and have been informed that as a Contractor and/or Subcontractor of the NH Department of Corrections, sexual conduct between Contractor and/or Subcontractor and offenders is prohibited. Sexual harassment or sexual misconduct involving an offender can be a violation of NH RSA 632-A:2, 632-A:3 and 632-A:4, Chapter 632-A: Sexual Assault and Related Offenses, and result in criminal prosecution.

As a Contractor and/or Subcontractor of the NH Department of Corrections, I understand that I shall inform all employees of the Contractor and/or Subcontractor to adhere to all policies concerning PREA, RSA 632-A:2, RSA 632-A:3, RSA 632-A:4 and departmental policies including NHDOC Administrative Rules, Conduct and Confidentiality Information regarding my conduct, reporting of incidents and treatment of those under the supervision of the NH Department of Corrections. (Ref. RSA Chapter 632-A, and Administrative Rules, Rules of Conduct for Persons Providing Contract Services, Confidentiality of Information Agreement).

Name (print): Jarrod Carnahan, Vice President
(Name of Contract Signatory)

Date: 6/1/2023

Signature _____


(Signature of Contractor)

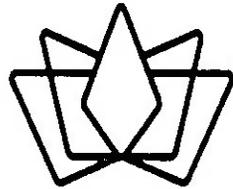
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VINE® Service Agreement.

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

State of NH, Department of Corrections
VINE® Services

APPRISS, Inc.
Contractor Initials JC



APPRISS[®]
INSIGHTS

**Scope of Work (SOW): Victim Information and Notification Everyday
(VINE) Service**

Prepared for: New Hampshire Department of Corrections (NH DOC)

Project Name:

New Hampshire DOC VINE Service

Product:

VINE

Client Relationship Manager:

Emily Staples-Kamer

Date:

March 13, 2023

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DOCUMENT REVISION HISTORY			
Version	Date	Changes	Updated By
1.0	March 13, 2023	Original document	Emily Staples-Kamer

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Purpose of this Document

In order to meet the needs and expectations of the New Hampshire Department of Corrections (NH DOC), this document will outline the proposed scope of work needed to successfully support the VINE Project for NH DOC.

VINE PRODUCT FEATURES

Standard Feature Set:

The following VINE Services are included:

- **Statewide dedicated VINE toll-free phone line** – The VINE system toll-free number is available 24 hours per day, 7 days per week, and 365 days per year, allows victims, surviving immediate family members, witness(es), or other concerned citizens to search for an offender, obtain information, and/or register for notifications. Appriss has provided quality solutions that use IVR technology since 1994 and recently has partnered with a best in class provider to continue to improve the IVR offering, analytics on call usage, and improved scalability of phone offering.
- **VINELink** – dedicated public portal available 24/7/365 for registrants. Web page design and functionality provides public access to information through a secure web portal which publishes offender information via VINELink (www.vinelink.com). Searches by multiple criteria such as name, date of birth, system identifying number and other pertinent data elements are allowed. VINELink has the ability to display photos, where available. The VINELink service allows for victims to self-register and to update their contact information. VINELink specifically provides the following functionality:
 - Single on-line registration process
 - Offender information inquiries
 - NH DOC contact information
 - Victim support and self-advocacy information
 - Multi-language support

Website maintenance included; maintenance and routine updates of product offering and improvement; VINE's design accommodates and scales for increased traffic from simultaneous web users.

- **VINEWatch** – VINEWatch is a secure, administrative web portal provided to program administrators for management of the VINE program. The VINEWatch site has permission security that allows a user to only access information associated with their agency and role. Functions are activated based upon specific users' needs. VINEWatch allows for the following functions to be performed:

- Obtain usage reports
 - Print notification letters
 - Look-up offenders
 - Register victims for notification
 - Ability to update all registrations
 - Ability to stop and cancel notification calls
 - Look-up victim registrations
 - Provide Emergency Override Reporting
 - View notification content of delivered victim notification
- **Live Operator Assistance** - Through the VINE toll-free phone number, callers have the option of speaking to a sensitivity-trained VINE Service Representative (VSR) that can assist the caller in locating an offender, registering for automated notification, and/or referring the victim to state agencies regarding additional concerns and for additional information. Appriss VINE Service Representatives (VSR) are available 24/7/365 for all callers. Translation services will be provided to callers if they require additional assistance in a language other than English. There are over 190 plus languages available through the translation service
 - **Booking System Change Support** - VINE will interface with the agency management system. After the initial VINE implementation, if the agency changes their booking system, any fees that are charged by the Booking System vendor are the responsibility of the agency. If the booking system change involves a currently supported VINE interface, the Appriss fee is waived. All booking system change orders require signatures from both Appriss and the NH DOC VINE Program Manager before any work is performed. Appriss interfaces with over 300 different booking and record management systems in 48 states.
 - *Note: all booking system vendor fees are the responsibility of NH DOC.
 - **Monitoring of Systems and Agency Data**
 - Appriss New Technology (NT) interface: Through the increased monitoring capabilities of Appriss NT, Appriss support technicians can quickly diagnose issues and resolve each faster with minimal interruption to the VINE system. Appriss is able to accomplish this through implementing Maestro, which offers tighter control in collecting data and capturing any detailed errors that may occur. For the most control, Appriss implements the SQL Extractor, which monitors the database for changes to the data and transmits data to the VINE system. The Appriss NT architecture provides analytical tools enabling the Appriss technicians to make changes to the system with minimal, if any, software development, reducing time to develop, test and deploy changes to the VINE system.



- Intelligent Monitoring – Appriss has developed internal tools to provide operational business intelligence and remote monitor by evaluating each system for events, warnings, and alarms. These tools will automatically create support tickets and assign action based upon configurable business rules and the event or alarm type received.
- Automated or manual reconciliation of data, or Resynchronization, occurs on an agreed upon schedule between Appriss and the agency.
- **Research and Resolution of Service Interruptions**
 - Appriss Customer First Center (CFC) – 24/7/365 technical support includes research, troubleshooting or escalation of victim, agency, and NH DOC VINE related topics. Once an inquiry is presented to the CFC and is determined to require escalation, the Quality Control Team or Implementation & Support Team is assigned the responsibility of additional research and resolution. The assigned Client Relationship Manager (CRM) and the designated NH DOC Program Manager are made aware of the service interruption through automated messaging.
- **Notifications** - As changes occur in the offender's status, notifications are made to all registered individuals. Depending on the agency booking and records management system and booking practices the following notifications may be available. Appriss provides a best practices standard for notification offering based on the needs of NH DOC. Some examples of types of notifications available to review.
 - **Release**
 - **Transfer**
 - **Probation and Parole**
 - **Death**
 - **Escape**
 - **Advanced Release, including 30-day notice**
 - **Hearing Notices**
 - **Return to custody of an inmate**
- **Phone Notification-Calling Pattern** – Notification calls are made every 30 minutes until the call is answered by a human or by a machine. Once answered, call will continue every 2 hours until a PIN is entered, confirming receipt by the appropriate recipient. The overall call pattern is 24 hours.
- **Delivery Method for Notifications**
 - **Phone** - Telephone notifications can be delivered to any direct dial number (e.g., home, work, and or cell).
 - **Email** - E-mail notifications are initiated at the time of the event change.
 - **SMS** – Text notifications are initiated at the time of the event change.

- **TTY/TDD** - A user can be registered to be notified via a TTY device. Outbound notifications are automated to communicate with the TTY device. A nationwide toll-free number for TTY devices is available for this option. The service is currently offered only in English.
- **Script Changes** – Appriss approved modifications to the wording for phone, email, and SMS (text) scripts for notifications in English and Spanish.
- **Enhancements** – In addition to the mechanics of the VINE system, Appriss also provides product enhancements such as website usability improvements and product enhancements to increase functionality. Appriss does not charge for standard product enhancements that are beneficial and applicable to all customers subscribing to the service(s). Routine product enhancements are completed on an ongoing basis.
- **VINELink App** – Allows users to access information regarding VINE via a mobile application including:
 - Up to date offender status
 - Offender search
 - Registration for notification
 - Victim resources
- **Four-digit PIN (Personal Identification Number)** - To authenticate or identify a user to the system and allow secure access for registrants, VINE requires registrants to self-select a four-digit PIN (Personal Identification Number) during the registration for notification process. The PIN is used to confirm receipt of phone notifications by registrants, as well provide a layer of security when a registrant needs to update their registration information. Registrants may update their PIN at any time via www.vinelink.com.
- **Dedicated Support Team** - the VINE team consists of qualified technical experts, live operator support through the Customer First Center (CFC) available around the clock every day of the year, along with a dedicated Client Relationship Manager (CRM) who serves as the primary point of contact for NH DOC VINE. Working together, this structure provides robust service and support to help ensure customer satisfaction and the best possible notification experience for victims.

Proposed Pricing

Based on the SOW description, Appriss is pleased to present the New Hampshire Department of Corrections the price quote below. Pricing includes standard services.

Standard Solution Fees

Annual Operating Fee \$50,575.79

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