150

State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG.
33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

ROBERT L. QUINN
COMMISSIONER
OF SAFETY

EDDIE EDWARDS
ASSISTANT
COMMISSIONER

STEVEN R. LAVOIE
ASSISTANT
COMMISSIONER

November 16, 2023

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

REQUESTED ACTION

Authorize the Department of Safety (DOS), Division of State Police, to amend the **sole source** Firm Fixed Price contract with Computer Square, Inc. Technology Group (CSI) (VC #312693-B001), Keasbey, NJ, by $82,500.00 from $6,183,000.00 to $6,265,500.00 with no change to the completion date, to purchase Marine Patrol ticketing functionality. Effective upon Governor and Executive Council approval through August 31, 2026. The contract was originally approved by Governor and Council on December 6, 2019, as Item #153, and amended by Amendment #1 on October 13, 2021, as Item #5D and Amendment #2 on June 16, 2022, Item #171. 100% Highway Funds

Funds are available in the following account as follows for SFY 2024.

	SFY 2024
02-23-23-230010-50010000 Dept. of Safety – Watercraft Safety	
046-500465 Consultants-IT Consul-Non-Benefit	$82,500.00

EXPLANATION

This request is to amend the original **sole source** Firm Fixed Price contract with a one-time purchase of Marine Patrol Ticketing functionality from CSI. This is proprietary software to function in the State Police Computer Aided Dispatch/Record Management System (CAD/RMS). The functionality will provide the ability to send Marine Patrol tickets to the courts electronically (into their Odyssey System), as is done today by State Troopers for motor vehicle violations. The functionality will also allow electronic receipt of Complaints as Accepted for Filing (CAAFFs) and Dispositions in relation to the tickets back from the courts, minimizing errors and streamlining the process for the courts.

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

STATE OF NEW HAMPSHIRE

Department of Safety

State Police Computer Aided Dispatch and Records Management System

Contract DOS 2019-03

Amendment #3

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #3

INTRODUCTION

WHEREAS, pursuant to an Agreement (herein after referred to as the "Agreement"), approved by the Governor and Executive Council, on December 18, 2019, Item # 153, and amended on October 13, 2021 Item # 5D, further amended on June 16, 2022 Item #171, CSI agreed to provide DOS a Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Division of State Police and a 5-years software subscription, maintenance and support service;

WHEREAS, pursuant to Section 18 Amendment, of the Agreement General Provisions, the Agreement may be amended only by an instrument in writing signed by the parties thereto and approval by the Governor and Executive Council;

WHEREAS, CSI and DOS have agreed to amend the Agreement;

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

The Agreement is hereby amended as follows in Table 1:

TABLE 1: AMENDMENT DETAILS	
	AMENDED TEXT
General Provisions, Section 1.8 Price Limitation	Increase the Price Limitation by $82,500.00 from $6,183,000 to $6,265,500 to purchase the Marine Patrol Ticketing functionality.
Exhibit A: Scope of Work, Section 2.1.5	Addition of an additional module, Marine Patrol Ticketing, to provide for electronic submission of Marine Patrol tickets to the courts and to allow for the electronic return of CAAFF's and Dispositions.
Exhibit B: Price and Payment Schedule	Addition of the Marine Patrol Module, a one-time purchase in the amount of $ 82,500.00 to be billed 50% on commencement of work and 50% on completion of work.

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #3

TABLE 2: CONTRACT HISTORY				
CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
DOS 2019-03	Original Contract	December 18, 2019, Item #153	May 6, 2026	$6,087,000.00
Amendment 1	Change of end Date Only	October 13, 2021, Item #5D	August 31, 2026	0.00
Amendment 2	Increase Price Limitation	June 16, 2022, Item #171	August 31, 2026	$96,000.00
Amendment 3	Increase Price Limitation	TBD	August 31, 2026	$82,500.00
			CONTRACT TOTAL	$6,265,500.00

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #3

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

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

COMPUTER SQUARE, INC. TECHNOLOGY GROUP

_____ Date: 10/4/23

ChenChung (William) Yeh President & CEO
Computer Square, Inc.

STATE OF NEW HAMPSHIRE
Department of Safety

_____ Date: 11/15/2023

Amy Newbury, MBA
Director of Administration

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

Approved by the Attorney General

_____ Date: 12/4/23

State of New Hampshire, Department of Justice

I hereby certify that the foregoing amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

Office of the Secretary of State

_____ Date: _____

State of New Hampshire, Department of Administration

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

October 13, 2023

Robert L. Quinn, Commissioner
Department of Safety
State of New Hampshire
33 Hazen Drive
Concord, NH 03305

Dear Commissioner Quinn:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Computer Square, Inc. Technology Group, a New Jersey Corporation, as described below and referenced as DoIT No. 2020-041C.

The purpose of this request is to procure an enhancement to provide Marine Patrol Ticketing functionality.

The Total Price Limitation will increase by $82,500 for a New Total Price Limitation of $6,265,500, effective upon Governor and Council approval with no change to the completion date of August 31, 2026.

A copy of this letter must accompany the Department of Safety's submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/jd
DoIT #2020-041C

cc: Ron Reed, IT Manager
Spencer Batchelder, IT Manager

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 COMPUTER SQUARE, INC. is a New Jersey Profit Corporation registered to transact business in New Hampshire on November 06, 2019. 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: **830662**
Certificate Number: **0006346249**

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 November A.D. 2023.

David M. Scanlan
Secretary of State

CSI Technology Group
Premier Software Solutions for eGovernment

330 Mac Lane, Keasbey, NJ 08832
732 346 0200
www.csitech.com

Corporate Bylaws

I, Yuhmin Hwang, hereby certify that I am duly elected Corporate Secretary of
(Name) *(Job Title)*

Computer Square, Inc. d/b/a CSI Technology Group. I hereby certify the following is a true copy of
(Name of Corporation)

the current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or Articles of Incorporation authorize the following officers or positions to bind the Corporation for contractual obligations President.
(Officer Title)

I further certify that the following individuals currently hold the position authorized:

Chenchung (William) Yeh, President & CEO

I further certify that this is understood that the State of New Hampshire will reply on this certificate as evidence that the person listed above currently occupies the position indicated and that he has full authority to bind the corporation. This authority is valid as of October 5th, 2023 and shall **remain valid for six (6) years** from the date of this certificate.

DATE: 10/5/2023

Attest: Yuhmin Hwang
Yuhmin Hwang, Corporate Secretary

Bylaws of COMPUTER SQUARE, INC., a corporation incorporated under the laws of the State of New Jersey

Revised on 9/6/2014

Corporate Office and Registered Agent. The board of directors has the power to determine the location of the corporation's principal place of business and registered office that need not be the same location. The board of directors also has the power to designate the corporation's registered agent, who may be an officer or director.

Date and Time of Shareholders Annual Meeting. The annual shareholders meeting will be held in the 2nd quarter (April to June) of every year at the corporate offices or a nearby place suitable for a such meeting at the time which is convenient to most of the shareholders. This meeting is for the purpose of electing directors and for transacting any other necessary business.

Shareholders Special Meetings. Special meetings of the shareholders may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors, or upon request of **50%** percent of the shareholders of the corporation. The request for a special meeting must be made in writing that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all shareholders of record who are entitled to vote at the meeting.

Place of Shareholders Meetings. The board of directors has the power to designate the place for shareholders meetings, unless a waiver of notice of the meeting signed by all shareholders designates the place for the meeting. If no place is designated, either by the board of directors or all of the shareholders, then the place for the meeting will be the principal office of the corporation.

Notice of Shareholders Meetings. Written notice of shareholders meetings must be sent to each shareholder of record entitled to vote at the meeting. The notice must be sent no less than **10** days nor more than **60** days before the date of the meeting. The notice should be sent to the shareholder's electronically to email address. If no email address in the corporate record or the sent email bounced back to the sender, then a paper notice will be mailed to the address as shown in the corporate stock transfer book. The notice will include the place, date, and time of the meeting. Notices for special meetings must also include the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Shareholders may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Shareholders Entitled to Notice, to Vote, or to Dividends. For the purpose of determining which shareholders are entitled to notice, to vote at meetings, or to receive

dividends, the board of directors may order that the corporate stock transfer book be closed for **30** days prior to a meeting or the issuance of a dividend. The shareholders entitled to receive notice, vote at meetings, or receive dividends are those who are recorded in the stock transfer book upon the closing of the book. Instead of closing the book, the board of directors may also set a Record Date. The shareholders recorded in the stock transfer book at the close of business on the Record Date will be entitled to receive notice, vote at meetings, or receive dividends. A list of shareholders entitled to receive notice, vote at meetings, or receive dividends will be prepared by the secretary when necessary and provided to the officers of the corporation. Every shareholder who is entitled to receive notice, vote, or receive dividends is also entitled to examine this list and the corporate stock transfer book.

Shareholders Quorum. A quorum for a shareholders meeting will be a majority **(greater than 50%)** of the outstanding shares that are entitled to vote at the meeting, whether in person or represented by proxy. Once a quorum is present, business may be conducted at the meeting, even if shareholders leave prior to adjournment.

Shareholders Proxies. At all meetings of shareholders, a shareholder may vote by signed proxy or by power of attorney. To be valid, a proxy must be filed with the secretary of the corporation prior to the stated time of the meeting. No proxy may be valid for over **6** months, unless the proxy specifically states otherwise. Proxies may always be revokable prior to the meeting for which they are intended. Attendance at the meeting by a shareholder for which a proxy has been authorized always revokes the proxy.

Shareholders Voting. Each outstanding share of the corporation that is entitled to vote as shown on the stock transfer book will have one vote. The vote of the holders of a majority **(greater than 50%)** of shares **represented in person or represented by proxy** will be sufficient to decide any matter, **including adjournment,** unless a greater number is required by the Articles of Incorporation or by state law.

Shareholder Consent Resolutions. Any action that may be taken at a shareholders meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all shareholders who would be entitled to vote on the matter.

Shareholders Cumulative Voting Rights. For the election of directors, each shareholder may vote in a cumulative manner, if desired. Cumulative voting will mean that if each shareholder has one vote per director to be elected, the shareholder may vote all votes for a single director or spread the votes among directors in any manner.

Powers of the Board of Directors. The affairs of the corporation will be managed by the board of directors. The board of directors will have all powers available under state law, including, but not limited to, the power to appoint and remove officers, agents, and employees; the power to change the offices, registered agent, and registered office of the corporation; the power to issue shares of stock; the power to borrow money on behalf of the corporation, including the power to execute any evidence of indebtedness on behalf of the corporation; and the power to enter into contracts on behalf of the corporation.

Number of Directors and Term of Office. The number of directors will be as shown in the Articles of Incorporation and may be amended. The number is currently **five (5)**. Each director will hold office for **one (1)** year and will be elected at the annual meeting of the shareholders.

Time of Meeting of the Board of Directors. The board of directors meeting will be held **quarterly** of every year at the corporate offices. This meeting is for the purpose of appointing officers and for transacting any other necessary business.

Special Meetings of the Board of Directors. Special meetings of the board of directors may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors. The request for a special meeting must be made in writing **and sent electronically via email** that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all directors.

Place of Board of Directors Meetings. The board of directors has the power to designate the place for directors meetings. If no place is designated, then the place for the meeting will be the principal office of the corporation.

Notice of Board of Directors Meetings. Written notice of board of directors meetings must be sent to each director **electronically via email**. The notice must be sent no less than **five (5) days nor more than fourteen (14)** days before the date of the meeting. The notice should be sent to the director's email address as shown in the corporate records. The notice will include the place, date, and time of the meeting, and for special meetings, the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Directors may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Board of Directors Quorum. A quorum for directors meetings will be a majority **(3 or greater)** of the directors. Once a quorum is present, business may be conducted at the meeting, even if directors leave prior to adjournment.

Board of Directors Voting. Each director will have one vote. The vote of a majority **(3 or greater)** of the directors will be sufficient to decide any matter, unless a greater number is required by the Articles of Incorporation or state law. Adjournment shall be by majority vote.

Board of Directors Consent Resolutions. Any action that may be taken at a directors meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all directors.

Removal of Directors. A director may be removed from office, with or without cause, at a special meeting of the shareholders called for that purpose.

Filling Directors Vacancies. A vacancy on the board of directors may be filled by majority vote of the remaining directors, even if technically less than a quorum. A director elected to fill a remaining term will hold office until the next annual shareholders meeting.

Travel Reimbursement of Directors. There is no salary for the directors, except travel reimbursement for the meeting of board of directors. The travel reimbursement of the directors will be fixed by the board of directors and may be altered at any time by the board. A director may receive a **travel reimbursement** even if he or she receives a salary as an officer.

Fiduciary Duty of Directors. Each director owes a fiduciary duty of good faith and reasonable care with regard to all actions taken on behalf of the corporation. Each director must perform his or her duties in good faith in a manner that he or she reasonably believes to be in the best interests of the corporation, using ordinary care and prudence.

Number of Officers. The officers of the corporation will include a president, treasurer, and secretary. Any two or more offices may be held by the same person.

Appointment and Terms of Officers. The officers of the corporation will be appointed by the directors at the **1st quarter** meeting of the board of directors. Each officer will hold office until death, resignation, or removal by the board of directors.

Removal of Officers. Any officer may be removed by the board of directors, with or without cause. Appointment of an officer does not create any contract rights for the officer.

Filling Officers Vacancies. A vacancy in any office for any reason may be filled by the board of directors for the unexpired term.

Duties of the President. The president is the principal executive officer of the corporation and is subject to control by the board of directors. The president will supervise and control all of the business and activities of the corporation. The president will preside at all shareholders and directors meetings, and perform any other duties as prescribed by the board of directors, **including, but not limited to, borrow money on behalf of the corporation, sign loan agreements with banks, and enter contract with vendors and/or customers**

Duties of the Secretary. The secretary will keep the minutes of all shareholders and directors meetings. The secretary will provide notices of all meetings as required by the bylaws. The secretary will be the custodian of the corporate records, corporate stock transfer book, and corporate seal. The secretary will keep a list of the addresses of all shareholders, directors, and officers. The secretary will sign, along with other officers, the corporation's stock certificates. The secretary will also perform any other duties as prescribed by the board of directors.

Duties of the Treasurer. The treasurer will be custodian of all corporate funds and securities. The treasurer will receive and pay out funds that are receivable or payable to the corporation from any source. The treasurer will deposit all corporate funds received into the corporate bank accounts as designated by the board of directors. The treasurer will also perform any other duties as prescribed by the board of directors.

Salaries of Officers. The salaries of the officers will be fixed by the board of directors and may be altered at any time by the board. An officer may receive a salary even if he or she receives a salary as a director.

Stock Certificates. Certificates that represent shares of ownership in the corporation will be in the form designated by the board of directors. Certificates will be signed by **the president and the secretary of the corporation**. Certificates will be consecutively numbered **and sealed**. The name and address of the person receiving the issued shares, the certificate number, the number of shares, and the date of issue will be recorded by the secretary of the corporation in the corporate stock transfer book. Shares of the corporation's stock may only be transferred on the stock transfer book of the corporation by the holder of the shares in whose name they were issued as shown on the stock transfer book, or by his or her legal representative.

Financial Matters. The board of directors will determine the accounting methods and fiscal year of the corporation. All checks, drafts, or other methods for payment shall be signed by an officer determined by resolution of the board of directors. All notes, mortgages, or other evidence of indebtedness shall be signed by an officer determined by resolution of the board of directors. No money will be borrowed or loaned by the corporation unless authorized by a resolution of the board of directors. No contracts will be entered into on behalf of the corporation unless authorized by a resolution of the board of directors. No documents may be executed on behalf of the corporation unless authorized by a resolution of the board of directors. A board of director's resolution may be for specific instances or a general authorization.

Loans to Officers or Directors. The corporation may not lend any money to an officer or director of the corporation unless the loan has been approved by a majority **(greater than 50%)** of the shares of all stock of the corporation, including those shares that do not have voting rights.

Amendments to the Bylaws. These bylaws may be amended in any manner by majority **(3 or greater)** vote of the board of directors at any annual or special meeting. Any amendments by the board of directors are subject to approval by majority vote of the shareholders at any annual or special meeting.

[Remainder of page intentionally left blank]

Approved by the Shareholders on Sept. 6, 20 14

Signature of Secretary of Corporation

Yuhmin Hwang
Printed Name of Secretary of Corporation

Attested by Chairperson of Board on Sep. 6th, 20 14

Signature of Chairperson of Board

Chenchung (William) Yeh
Printed Name of Chairperson of Board

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/4/2023

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 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
RBC Insurance Assoc.
285 Davidson Ave
Suite 303
Somerset NJ 08873

CONTACT NAME: Carissa Carluccio
PHONE (A/C, No, Ext): (732) 748-1100 FAX (A/C, No): (732) 748-1120
E-MAIL ADDRESS: carissac@rbcinsure.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Valley Forge Insurance Company	20508
INSURER B: NJM Insurance Company	12122
INSURER C: Continental Casualty Company	20443
INSURER D: Crum & Forester Specialty Ins. Co.	44520
INSURER E:	
INSURER F:	

INSURED
Computer Square, Inc. d/b/a CSI Technology Group
330 Mac Lane
Keasbey NJ 08832

COVERAGES **CERTIFICATE NUMBER:** Master Cert 2023 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			7012769893	5/11/2023	5/11/2024	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
								$
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS X SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			1102680105	5/11/2023	5/11/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			7012771241	5/11/2023	5/11/2024	EACH OCCURRENCE	$ 1,000,000
							AGGREGATE	$ 1,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
D	Network Security & Privacy /			TEO-3016652-01	5/9/2023	5/9/2024	Aggregate / Retention	$5,000,000/ $50K
E	EPLI			PHSD1801343	6/2/2023	6/2/2024	Limit	$500,000

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

CERTIFICATE HOLDER

State of New Hampshire
Department of Safety
Division of State Police
33 Hazen Drive
Concord, NH 03305

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

Dan Carluccio/CAC

© 1988-2014 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/04/2023

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 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 endorsements(s).

PRODUCER
Keystone Risk Partners LLC
604 East Baltimore Pike
Media, PA 19063

CONTACT NAME:
PHONE (A/C, No, Ext): 888-473-6398 FAX (A/C, No):
E-MAIL ADDRESS: Risk@ExtensisGroup.com

INSURER(S) AFFORDING COVERAGE	NAIC#
INSURER A: Indemnity Insurance Company of North America - CHUBB	43575
INSURER B: Philadelphia Indemnity Insurance Company	18058
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Extensis VIII, Inc. L/C/F
Computer Square, Inc. (CSI Technology Group)
900 US HWY 9 North, 3rd Floor
Woodbridge, NJ 07095

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAME 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	ADD'L INSRD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY			Not Applicable			EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PRO-JECT / LOC						PRODUCTS-COMP/OP AGG	$
	OTHER:							$
	AUTOMOBILE LIABILITY			Not Applicable			COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB / X OCCUR			PHUB882213	09/30/2023	09/30/2024	EACH OCCURRENCE	$ 10,000,000.00
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$ 10,000,000.00
	X DED / X RETENTION $ 10,000							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			C55667779	09/30/2023	09/30/2024	X PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					E.L. EACH ACCIDENT	$ 1,000,000.00
							E.L. DISEASE-EA EMPLOYEE	$ 1,000,000.00
							E.L. DISEASE-POLICY LIMIT	$ 1,000,000.00

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

CERTIFICATE HOLDER
104589
State of New Hampshire
Department of Safety, Division of State Police
33 Hazen Drive
Concord, NH 03305

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
Jay Peichel

© 1988-2015 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

MLC

JUN16'22 PM12:12 RCVD

171

State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

ROBERT L. QUINN
COMMISSIONER

RICHARD C. BAILEY, JR.
ASSISTANT COMMISSIONER

EDDIE EDWARDS
ASSISTANT COMMISSIONER

May 18, 2022

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

REQUESTED ACTION

Authorize the Department of Safety (DOS), Division of State Police, to amend a contract with Computer Square, Inc. Technology Group (CSI) (VC#312693-B001), by increasing the price limitation by $96,000, from $6,087,000 to $6,183,000, for a one-time purchase of the Outside Billing Module to manage Construction Detail Assignments within the new NHSP CAD/RMS system, effective upon Governor and Executive Council approval through August 31, 2026 with the option to extend subscription, maintenance, and support services for up to two years at the sole option of the State and with Governor and Council approval. The original contract was approved by Governor and Council on December 18, 2019, Item # 153 and amended on October 13, 2021 Item 5D. (86% Highway Funds, 14% Turnpike Funds)

Funds are available in the following account as follows for SFY 2022.

01-03-03-030010-76230000 - Dept. of IT – DOIT for DOS 038-509038 Technology Software 03230216	SFY2022 $96,000.00

EXPLANATION

This request is to amend the original contract with a one-time purchase of the Outside Billing Module from CSI at a cost of $96,000.00. This module will provide billing capability for State Police Construction and other Detail assignments by leveraging capabilities within the Computer Aided Dispatch (CAD) and Records Management System (RMS) to create and track payments from outside entities requesting State Police special detail assignments. It will create invoices for third party requestors, manage accounting, and track the history of Detail employments. The module will be integrated into the NH State Police system of record and will replace the current billing and tracking system. The addition of this module will enhance data sharing and accessibility, and help bring to fruition a truly integrated records and case management, analytics, and reporting system.

Respectfully submitted,

Denis Goulet
Commissioner of Information Technology

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

DoIT RID # 67171

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #2

This Agreement (hereinafter called "Amendment #2") is by and between Computer Square, Inc. Technology Group, hereinafter referred to as CSI (VC# 312693), and the State of New Hampshire, acting by and through the Department of Safety, hereinafter referred to as DOS.

WHEREAS, pursuant to an Agreement (herein after referred to as the "Agreement"), approved by the Governor and Executive Council, on December 18, 2019, Item # 153, and amended on October 13, 2021 Item # 5D, CSI agreed to provide DOS a Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Division of State Police and a 5-years software subscription, maintenance and support service;

WHEREAS, pursuant to Section 18 Amendment, of the Agreement General Provisions, the Agreement may be amended only by an instrument in writing signed by the parties thereto and approval by the Governor and Executive Council;

WHEREAS, CSI and DOS have agreed to amend the Agreement;

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

The Agreement is hereby amended as follows:

1. Amend the Agreement – General Provisions, Section 1.8 Price Limitation by changing the Price Limitation from $6,087,000 to $6,183,000.

2. Amend the Contract Agreement —Exhibit A: Scope of Work, Section 2.1.5, by adding an additional module, Outside Billing Module, to provide billing capabilities related to the management of NH State Police Construction and other Detail assignments and tracking capabilities constrained within the new CAD/RMS System. The Outside Billing Module will provide the ability to create and track payments from outside parties relating the NH State Police special detail assignments for construction sites, specials, events, etc. This module is part of the proprietary *InfoShare* system provided by Computer Square Inc. under the aforementioned contract.
   The Time is of the essence in the performance of the Contractor's obligations under the Contract."

3. Amend the Contract Agreement — Exhibit B: *Price and Payment Schedule* by adding the Outside Billing module, one time purchase to be billed upon G&C approval in the amount of $96,000.00
   (1) $76,000.00 - InfoShare™ Outside Billing Module $100,000 - discount Multi Service/Project change order Discount 20%
   (2) $20,000.00 - Data Conversion Services

Date: 3/28/2022 Initials:

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #2

CONTINUANCE OF AGREEMENT: Except as specifically amended and modified by the terms and conditions of this Amendment #2, the Agreement and the obligations of the parties thereunder shall remain in full force and effect in accordance with the terms and conditions set forth therein.

EFFECTIVE DATE OF THE AMENDMENT: This Amendment #2 shall be effective upon its approval by the Governor and Executive Council of the State of New Hampshire. If approval is withheld, this document shall become null and void, with no further obligation or recourse to either party.

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

COMPUTER SQUARE, INC. TECHNOLOGY GROUP,

By: ChenChung (Willaim) Yeh **Date:** 03/28, **2022**

Title: President &CEO

Corporate Signature Notarized:

State of New Jersey
County of Middlesex

On this the 28th day of March, 2022, before me, Maggie Lin, the undersigned Officer Chenchung Yeh, personally appeared and acknowledged himself to the President &CEO of **COMPUTER SQUARE, INC,** a corporation, and that he, as such for the purposes therein contained, by signing the name of the corporation by himself President &CEO of Computer Square Inc.

IN WINTESS WEHREOF I hereunto set my hand and official seal.

Notary Public/Justice of the Peace

Date: 3/28/2022 Initials:

State of New Hampshire
Department of Safety
State Police Computer Aided Dispatch and Records Management System
Contract DOS 2019-03
Amendment #2

My Commission Expires:

MAGGIE LIN
Commission # 50082438
Notary Public, State of New Jersey
My Commission Expires
May 14, 2023

(Seal)

The foregoing contract, having been reviewed by this office, is approved as to form, substance and execution:

STATE OF NEW HAMPSHIRE

Department of Safety

By: _____ Date: 5/23/22
Steven R. Lavoie, Director of Administration

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

OFFICE OF THE ATTORNEY GENERAL:

By: _____ on 6/14/22

GOVERNOR AND COUNCIL OF NEW HAMPSHIRE ON _____

Signed: _____

Title: _____

Date: 3/28/2022 Initials: _____

State of New Hampshire

DEPARTMENT OF SAFETY
JAMES H. HAYES BLDG. 33 HAZEN DR.
CONCORD, N.H. 03305
(603) 271-2791

ROBERT L. QUINN
COMMISSIONER OF
SAFETY

September 9, 2021

G&C #5#D
10/13/2021

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

REQUESTED ACTION

Authorize the Department of Safety (DOS), Division of State Police to amend a contract with Computer Square, Inc. Technology Group (VC#312693-B001) by extending the completion date from May 6, 2026 to August 31, 2026, for maintenance, operation, and support of the new Computer Aided Dispatch (CAD) and Records Management System (RMS). The contract was approved by Governor and Council on December 18, 2019, Item #153. Effective upon Governor and Executive Council approval through August 31, 2026 with the option to extend subscription, maintenance, and support services for up to two years at the sole option of the State and with Governor and Council approval. Funding Source: 100% Highway Funds.

Funds are available in the SFY2022 operating budget and contingent upon availability and continued appropriations in SFY2023 through SFY2027 with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

	Activity	SFY2022	SFY2023	SFY2024	SFY2025	SFY2026	SFY2027
01-03-03-030010-76230000 Dept. of IT – DOIT – IT for DOS 038-509038 TECHNOLOGY – SOFTWARE	03230216	$481,250.00	$921,250.00	$990,000.00	$865,000.00	$840,000.00	$140,000.00
						TOTAL	$4,237,500.00

EXPLANATION

This no-cost contract amendment aligns the 5-year maintenance, operation, and support term with the actual date of system implementation of the Computer Aided Dispatch (CAD) and Records Management System (RMS) for New Hampshire State Police (NHSP). The CAD/RMS system was implemented in June 2021 with service and maintenance payments expected to begin in August 2021. This amendment changes the completion date from May 6, 2026 to August 31, 2026 to align the payment schedule with actual performance.

This new CAD/RMS platform serves as the primary information system to support NHSP daily operations and is the system of record to document responses to events. This fully integrated solution fosters data sharing, accessibility, and interoperability between all facets of law enforcement. The new CAD/RMS is an integrated system with role-based security to support the full breadth of law enforcement operations including computer aided dispatch, robust records and case management, analytics, and reporting.

Respectfully submitted,

Denis Goulet
Commissioner of Information Technology

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

DG/kaf
RID: 46472
DoIT: 2020-041

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

Denis Goulet
Commissioner

June 7, 2021

Robert L. Quinn
Commissioner of Safety
Department of Safety
33 Hazen Drive
Concord, NH 03305

Dear Commissioner Quinn:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into contract with Computer Square, Inc. Technology Group, a New Jersey Corporation as described below and referenced as DoIT No. 2020-041A.

> The purpose of this request is to amend an existing contract for the continued provision of Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Division of State Police. This includes a 5-years software subscription, continued maintenance and support services, and by updating the work plan and extending the completion date from May 6, 2026 to August 31, 2026.
>
> This contract amendment includes the extension of the contract from May 6, 2026 to August 31, 2026. There is no additional funding requested under this time extension. The contract amendment shall become effective upon Governor and Executive Council approval through August 31, 2026.

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

Sincerely,

Denis Goulet

DG/kaf
DoIT #2020-041A
RID 46472
cc: Ronald Reed, IT Manager, DoIT

State of New Hampshire
Department of Safety
Computer Square, Inc. Technology Group
December 18, 2019, Item #153
Amendment #1

This Agreement (hereinafter called "Amendment #1") is by and between Computer Square, Inc. Technology Group, hereinafter referred to as CSI (VC# 312693), and the State of New Hampshire, acting by and through the Department of Safety, hereinafter referred to as DOS.

WHEREAS, pursuant to an Agreement (herein after referred to as the "Agreement"), approved by the Governor and Executive Council, on December 18, 2019, Item # 153, CSI agreed to provide DOS a Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Division of State Police and a 5-years software subscription, maintenance and support service;

WHEREAS, pursuant to Section 18 Amendment, of the Agreement General Provisions, the Agreement may be amended only by an instrument in writing signed by the parties thereto and approval by the Governor and Executive Council;

WHEREAS, CSI and DOS have agreed to amend the Agreement;

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

The Agreement is hereby amended as follows:

1. Amend the Agreement – General Provisions, section 1.7, by extending the Completion Date from May 6, 2026 to August 31, 2026.

2. Amend the Contract Agreement – Exhibit A, Scope of Work, Contract Term, section 1, to read as follows: "The contract shall begin on the Effective Date and extend to the initial Implementation period, which shall not exceed twenty (20) moths, with the exception of excusable delays and/or events of force majeure as outlined in Provision 27, Excusable delays and Force Majeure, Exhibit C, followed by five (5) years of maintenance, operation and support. Maintenance, operation and support services shall start on the next day of the State's issuance of the Letter of System Acceptance, as set forth in Section 12, Exhibit A-3: *Acceptance and Testing Services.* The Term may be extended for an additional two (2) years for maintenance, operation and support services, at the sole option of the State, at the rate set forth in Section 9 of Exhibit B: *Price and Payment Schedule.*

   The Time is of the essence in the performance of the Contractor's obligations under the Contract."

3. Amend the Contract Agreement – Exhibit A, Scope of Work, section 7.5.1, to read as follows:

Date 06/07/21 Initials

"7.5.1 The State Contract Manager is:

Matthew Shapiro
Executive Major
Tel: 603-223-8813
Email: Matthew.S.Shapiro@dos.nh.gov"

4. Amend the Contract Agreement – Exhibit A, Scope of Work, section 7.6.1, to read as follows:

"7.6.1 The State Project Manager is:

Victor Muzzey
Staff Sergeant
Tel: 603-223-8880
Email: Victor.G.Muzzey@dos.nh.gov"

5. Amend the Contract Agreement – Exhibit A-1, Work Plan, section 6, by replacing Table 6.1: Preliminary Project Plan with the following:

"Table 6.1 Preliminary Work Plan

Work Plan	Start	Finish
Network Team Deployment Survey &Follow ups to Initiate Production Site	12/16/2019	3/13/2020
REF #1 - Conduct Kickoff Meeting in NHSP (Non-Written)	1/7/2020	1/18/2020
REF #2 - Work Plan (Written)	1/7/2020	1/18/2020
REF #3 - Project Management Plan (Written)	1/7/2020	1/18/2020
REF #5 - Security Plan (Written)	1/7/2020	1/18/2020
REF #6 - Communications and Change Management Plan (Written)	1/7/2020	1/18/2020
Customer Survey & Gap Analysis Presentation Review Site Survey	12/16/2019	3/13/2020
REF #4 - Desktop and Network Configuration Requirements (Written)	1/7/2020	1/18/2020
REF #10 - Gap Analysis Documentation (Written)	1/21/2020	4/18/2020
Internal Site Creation with Data Collection	12/16/2019	3/13/2020
REF #7 - Setup & Installation of CAD 30 (Software)	1/7/2020	1/18/2020
DTS Team Analysis and Conversion	12/9/2019	10/9/2020
REF #9 - Data Conversion Plan and Design (Written)	1/14/2020	6/12/2020
REF #16 - Develop Data Conversion Scripts (Non-Software)	1/14/2020	6/12/2020
REF #25 - Provided Fully Tested Data Conversion Software (Software)	1/14/2020	6/12/2020
EF #29 - Conduct Data Conversion Testing	1/14/2020	6/12/2020
RMS Team Analysis and Development	12/9/2019	10/15/2020
CAD Team Analysis and Development	12/9/2019	10/15/2020
REF #17 - Develop NIBRS Functionality (Software)	1/21/2020	4/18/2020
REF #18 - Develop RMS Offline Capability (Software)	1/21/2020	4/18/2020
REF #19 - Develop One Button Traffic Stop (Software)	1/21/2020	4/18/2020
REF #20 - Develop Text Editing Functionality (Software)	1/21/2020	4/18/2020

Date 6/07/21 Initials

REF #8 - Systems Interface Plan and Design Phase 1 (Written)	1/14/2020	6/12/2020
Pre UAT Batch 1, 2,3 Scripts Ready	10/15/2020	10/20/2020
Pre UAT Batch 1	10/20/2020	10/20/2020
Pre UAT Batch 2	11/3/2020	11/3/2020
Pre UAT Batch 3	1/25/2021	1/29/2021
UAT Batch 4A, 5 Scripts Ready	1/14/2021	1/29/2021
Pre UAT Batch 4A, 5	2/1/2021	2/5/2021
Pre UAT Issue Resolution by CSI	2/8/2021	3/17/2021
Retest Batch 1, 2, 3, 4, 5 Issues	2/22/2021	3/17/2021
Valor Data Conversion Complete	1/14/2021	2/26/2021
REF #11 - Testing Plan (Written)	2/28/2021	3/22/2021
REF #21 - Provide Testing Environment (Software)	2/28/2021	3/22/2021
REF #22 - Provide Demo (Sand Box) Environment (Software)	2/28/2021	3/22/2021
REF #23 - Provide Software Licenses if needed (Written)	2/28/2021	3/22/2021
REF #24 - Install Software in Testing Environment (Software)	2/28/2021	3/22/2021
REF #26 - Software Configuration to State Requirement (Software)	2/28/2021	3/22/2021
REF #27 - Provide Software Installed, Configured and Operational to Satisfy State Requirement (Software)	2/28/2021	3/22/2021
REF #28 - Conduct Training of User Acceptance Team (Non-Software)	2/28/2021	3/22/2021
Full UAT	3/22/2021	4/2/2021
REF #30 - Conduct User Acceptance Testing (Non-Software)	3/22/2021	4/2/2021
REF #31 - Test In-Bound and Out-Bound Interfaces (Software)	3/22/2021	4/2/2021
Full UAT Issue Resolution by CSI	4/5/2021	4/16/2021
REF #34 - Certification of 3rd Party Pen Testing and Application Vulnerability	3/8/2021	4/15/2021
Retest Full UAT Issues	4/19/2021	4/23/2021
REF #33 - Conduct System Performance (Load/Stress) Testing	4/22/2021	4/23/2021
Day in the Life Testing	4/26/2021	4/30/2021
REF #32 - Conduct Day in the Life Testing (Non-Software)	4/26/2021	4/30/2021
Day in the Life Issue Resolution by CSI	5/3/2021	5/14/2021
Retest Day in the Life	5/17/2021	5/21/2021
Testing Team Validation and Documentation	3/21/2021	5/23/2020
User Training and Train the Trainers	5/24/2021	6/25/2021
REF #12 - Training Plan and Curriculum (Written)	5/24/2021	6/25/2021
REF #35 - Install Software in Training Environment (Software)	5/24/2021	6/25/2021
REF #36 - Provide Training Materials (Non-Software)	5/24/2021	6/25/2021
REF #37 - Conduct Training of State Staff (Non-Software)	5/24/2021	6/25/2021
Go-Live Process	5/24/2021	8/6/2021
REF #13 - Deployment Plan (Written)	5/24/2021	6/25/2021
REF #14 - End User Support Plan (Written)	5/24/2021	6/25/2021
REF #15 - Disaster Recovery Plan (Written)	5/24/2021	6/25/2021
REF #43 - Provide Documentation (Written)	5/24/2021	6/25/2021
REF #38 - Install Software in Production Environment (Software)	5/24/2021	6/25/2021
REF #40 - Production Environment Validation of Installation and Data Conversion	5/24/2021	6/25/2021
REF #41 - Execute Security Plan (Non-Software)	5/24/2021	6/25/2021
REF #42 - Cutover to New Software (Non-Software)	6/27/2021	6/27/2021
REF #39 - Converted Data Loaded into Production Environment (Software)	7/27/2021	8/6/2021
REF #44 - Ongoing Hosting Support (Non-Software)	8/19/2021	8/18/2026

Date 06/07/21 Initials _____

REF #45 - Ongoing Support and Maintenance (Software)		
Interface Phase II		
Interface Phase II Customer Survey & Gap Analysis Presentation Review	8/23/2021	12/31/2021
REF #8 - Systems Interface Plan and Design (Written)	8/23/2021	12/31/2021
Interface Phase II RMS Team Analysis and Development	8/23/2021	12/31/2021
Interface Phase II Testing Team Validation and Documentation	8/23/2021	12/31/2021
Intelligence/iLogs Module	8/23/2021	2/25/2022
Interface Phase III		
Interface Phase III, Customer Survey and Gap Analysis Presentation Review	11/29/2021	2/25/2022
REF #8 - Systems Interface Plan and Design (Written)	11/29/2021	2/25/2022
Interface Phase III, RMS Team Analysis and Development	11/29/2021	2/25/2022
Interface Phase III, Testing Team Validation and Documentation	11/29/2021	2/25/2022
REF #47 Estimate on 2/14/19, New Hampshire Fusion Center (Go Live)	8/23/2021	2/25/2022
REF #46 - Conduct Project Exit Meeting (Non-Software)	2/25/2022	2/25/2022

[The remainder of this page intentionally left blank]

6. Amend the Contract Agreement – Exhibit B., Price and Payment Schedule, section 10, to read as follows:

Pricing Schedule Table (Also attached as a PDF addendum)

Milestone/Task	Deliverables	Planned Start	Planned Finish	Actual Start	Actual Finish	Status	Planned Cost	Actual Cost	Balance							
			Client Version													
Project Management-Start	REF #1 - Conduct Kickoff Meeting in NHSP (Non-Written) REF #2 - Work Plan (Written) REF #3 - Project Management Plan (Written) REF #5 - Security Plan (Written) REF #6 - Communications and Change Management Plan (Written)	01/07/20	01/18/20				02/17/20	10,000	10,000	0	0	0	0	06/21/20	10,000	
InfoShare Base Dev Sys Setting	REF #4 - Desktop and Network Configuration Requirements (Written)	01/07/20	01/18/20				02/17/20	19,250	3,000	16,250	0	0	0	06/21/20	19,250	
InfoRMS 30 Installation	REF #7 - Setup & Installation of CAD 30 (Software)	01/07/20	01/18/20				02/17/20	42,250	10,000	32,250	0	0	0	06/21/20	42,250	
InfoCAD 30 Setup	REF #7 - Setup & Installation of RMS 30 (Software)	01/07/20	01/18/20				02/17/20	16,750	0	16,750	0	0	0	06/21/20	16,750	
Agency Gap Analysis & Development	REF #10 - Gap Analysis Documentation (Written) REF #17 - Develop NIBRS Functionality (Software) REF #18 - Develop RMS Offline Capability (Software) REF #19 - Develop One Button Traffic Stop (Software) REF #20 - Develop Text Editing Functionality (Software)	01/21/20	04/18/20				05/18/20	138,750	0	138,750	0		0	08/12/20	138,750	
Interface Development (Phase I)	REF #8 - Systems Interface Plan and Design Phase 1 (Written)	01/14/20	06/17/20				07/12/20	130,000	20,000	120,000	0	0	0	10/10/20	150,000	
Data Conversion - Development Phase	REF #9 - Data Conversion Plan and Design (Written) REF #16 - Develop Data Conversion Scripts (Non-Software) REF #25 - Provided Fully Tested Data Conversion Software (Software) REF #29 - Conduct Data Conversion Testing	01/14/20	06/12/20				07/12/20	160,000	20,000	0	0	0	140,000	10/19/20	160,000	
Testing	REF #11 - Testing Plan (Written) REF #21 - Provide Testing Environment (Software) REF #22 - Provide Demo (Sand Box) Environment (Software) REF #23 - Provide Software Licenses if needed (Written) REF #24 - Install Software in Testing Environment (Software) REF #26 - Software Configuration to State Requirement (Software) REF #27 - Provide Software Installed, COnfigured and Operational to Satisfy State Requirement (Software) REF #28 - Conduct Training of User Acceptance Team (Non-Software) REF #30 - Conduct User Acceptance Testing (Non-Software) REF #31 - Test In-Bound and Out-Bound Interfaces (Software) REF #32 - Conduct Day in the Life Testing (Non-Software) REF #33 - Conduct System Performance (Load/Stress) Testing (Non-Software) REF #34 - Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	02/22/21	03/21/21				06/30/21	221,250	170,000	51,250	0	0	0		0	
Training	REF #12 - Training Plan and Curriculum (Written) REF #35 - Install Software in Training Environment (Software) REF #36 - Provide Training Materials (Non-Software) REF #37 - Conduct Training of State Staff (Non-Software)	05/31/21	06/25/21				07/21/21	115,000	90,000	25,000	0	0	0		0	
Go Live	REF #13 - Deployment Plan (Written) REF #38 - Install Software in Production Environment (Software) REF #39 - Converted Data Loaded into Production Environment (Software) REF #40 - Production Environment Validation of Installation and Data Conversion (Non-Software) REF #41 - Execute Security Plan (Non-Software)	06/27/21	07/27/21				08/25/21	48,250	20,000	28,250	0	0	0		0	
Project Closure	REF #14 - End User Support Plan (Written) REF #15 - Disaster Recovery Plan (Written) REF #43 - Provide Documentation (Written)	07/30/21	08/19/21				09/06/21	53,000	30,000	23,000	0	0	0		0	
Interface Development (Phase II)	REF #8 - Systems Interface Plan and Design (Written)	06/15/21	11/24/21				01/14/22	100,000		100,000	0	0	0		0	
Interface Development (Phase III)	REF #8 - Systems Interface Plan and Design (Written)	11/30/21	02/15/22				03/17/22	28,000		28,000	0	0	0		0	
New Hampshire Fusion Center (Test Site)	REF #47 Estimate on 2/14/19, New Hampshire Fusion Center (Test Site)	08/23/21	09/03/21				10/01/21	118,800	118,800		0	0	0		0	
New Hampshire Fusion Center (Go Live)	REF #47 Estimate on 2/14/19, New Hampshire Fusion Center (Go Live)	09/06/21	02/15/22				03/17/22	178,300	178,300		0	0	0		0	
New Hampshire Fusion Center, Maintenace and Support-Year 1	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (6 Months)	03/21/22	09/19/22				03/21/22	40,000	0		0	40,000	0		0	
New Hampshire Fusion Center, Maintenace and Support-Year 2	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	09/20/22	09/19/23				09/20/22	40,000	0		0	40,000	0		0	
New Hampshire Fusion Center, Maintenace and Support-Year 3	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	09/20/23	09/19/24				09/20/23	40,000	0		0	40,000	0		0	
New Hampshire Fusion Center, Maintenace and Support-Year 4	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	09/19/24	09/19/25				09/19/24	40,000	0		0	40,000	0		0	
New Hampshire Fusion Center, Maintenace and Support-Year 5	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	09/20/25	09/19/26				09/20/25	40,000	0		0	40,000	0		0	
Project Management-End	REF #46 - Conduct Project Exit Meeting (Non-Software)		03/25/22				03/17/22	37,500		37,500	0	0	0		0	
Software Subscription, Maintenance and Support-Year 1	(Note: UAT Sign Off 05/21/21, Warrant Period 90 days)	08/15/21	08/18/22				08/19/21	950,000	0	0	0	950,000	0		0	
Software Subscription, Maintenance and Support-Year 2	REF #44 - Ongoing Hosting Support (Non-Software) REF #45 - Ongoing Support and Maintenance (Software)	08/19/22	08/18/23				08/19/22	950,000	0	0	0	950,000	0		0	
Software Subscription, Maintenance and Support-Year 3	REF #44 - Ongoing Hosting Support (Non-Software) REF #45 - Ongoing Support and Maintenance (Software)	08/19/23	08/17/24				08/19/23	950,000	0	0	0	950,000	0		0	
Software Subscription, Maintenance and Support-Year 4	REF #44 - Ongoing Hosting Support (Non-Software) REF #45 - Ongoing Support and Maintenance (Software)	08/18/24	08/18/25				08/18/24	800,000	0	0	0	800,000	0		0	
Software Subscription, Maintenance and Support-Year 5	REF #44 - Ongoing Hosting Support (Non-Software) REF #45 - Ongoing Support and Maintenance (Software)	08/18/25	08/18/26				08/18/25	800,000	0	0	0	800,000	0		0	
								[illegible]	882,000	615,000	0	6,030,000	140,000		[illegible]	
									F-1	Deliverables						
									F-2	Staff Resources						
									F-3	Future Vendor Costs						
									F-4	Maintenance & Support						
									F-5	Data Migration						

Date 06/07/21 Initials _____

CONTINUANCE OF AGREEMENT: Except as specifically amended and modified by the terms and conditions of this Amendment #1, the Agreement and the obligations of the parties thereunder shall remain in full force and effect in accordance with the terms and conditions set forth therein.

EFFECTIVE DATE OF THE AMENDMENT: This Amendment #1 shall be effective upon its approval by the Governor and Executive Council of the State of New Hampshire. If approval is withheld, this document shall become null and void, with no further obligation or recourse to either party.

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

Computer Square, Inc. Technology Group,

By: Chenchung (William) Yeh Date: 06/07/2021

Title President & CEO

Corporate Signature Notarized:

STATE OF New Jersey
COUNTY OF Middlesex

On this the 7th day of June, 2021, before me, Maggie Lin, the undersigned Officer Chenchung Yeh, personally appeared and acknowledged her/himself to be the President & CEO, of Computer Square, Inc., a corporation, and that ~~she~~/he, as such President & CEO being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by ~~her~~/himself as President & CEO of Computer Square, Inc.

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

Notary Public/Justice of the Peace

My Commission Expires: May 14, 2023

(SEAL)

MAGGIE LIN
Commission # 50082439
Notary Public, State of New Jersey
My Commission Expires
May 14, 2023

STATE OF NEW HAMPSHIRE
Department of Safety

By: Date: 9/14/21

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

OFFICE OF THE ATTORNEY GENERAL

By: _____ On: Sept 14, 2021

Assistant Attorney General

GOVERNOR AND COUNCIL OF NEW HAMPSHIRE

On: _____, _____

Signed: _____ Title: _____

Date_____ Initials_____

State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that COMPUTER SQUARE, INC. is a New Jersey Profit Corporation registered to transact business in New Hampshire on November 06, 2019. 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; and the attached is a true copy of the list of documents on file in this office.

Business ID: **830662**
Certificate Number: **0005378488**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 8th day of June A.D. 2021.

William M. Gardner
Secretary of State

CSI TECHNOLOGY GROUP
Premier Software Solutions for eGovernment

330 Mac Lane, Keasbey, NJ 08832
Tel: 732-346-0200 Fax: 732-346-0209
www.csitech.com

Corporate Bylaws

I, Chenchung (William) Yeh **, hereby certify** that I am duly elected President & CEO of
(Name) *(Job Title)*
Computer Square, Inc. (d/b/a CSI Technology Group) . I hereby certify the following is a true copy of
(Name of Corporation)
the current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or Articles of Incorporation authorize the following officers or positions to bind the Corporation for contractual obligations President .
(Officer Title)

I further certify that the following individuals currently hold the position authorized:
Chenchung (William) Yeh, President & CEO

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that he has full authority to bind the corporation. This authority shall **remain valid for six (6) years** from the date of this certificate.

DATED: 06/09/2021 ATTEST: _____
Chenchung (William) Yeh, President & CEO

CSI TECHNOLOGY GROUP
Premier Software Solutions for eGovernment

330 Mac Lane, Keasbey, NJ 08832
Tel: 732-346-0200 Fax: 732-346-0209
www.csitech.com

Corporate Bylaws

I, Yuhmin Hwang, **hereby certify** that I am duly elected Corporate Secretary of
(Name) *(Job Title)*
Computer Square, Inc. (d/b/a CSI Technology Group). I hereby certify the following is a true copy of
(Name of Corporation)
the current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or Articles of Incorporation authorize the following officers or positions to bind the Corporation for contractual obligations President.
(Officer Title)

I further certify that the following individuals currently hold the position authorized:
Chenchung (William) Yeh, President & CEO

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that he has full authority to bind the corporation. This authority is valid as of June 9th, 2021 and shall **remain valid for six (6) years** from the date of this certificate.

DATED: 06/09/2021

ATTEST: _____
Yuhmin Hwang, Corporate Secretary

Bylaws of COMPUTER SQUARE, INC., a corporation incorporated under the laws of the State of New Jersey

Revised on 9/6/2014

Corporate Office and Registered Agent. The board of directors has the power to determine the location of the corporation's principal place of business and registered office that need not be the same location. The board of directors also has the power to designate the corporation's registered agent, who may be an officer or director.

Date and Time of Shareholders Annual Meeting. The annual shareholders meeting will be held in the 2nd quarter (April to June) of every year at the corporate offices or a nearby place suitable for a such meeting at the time which is convenient to most of the shareholders. This meeting is for the purpose of electing directors and for transacting any other necessary business.

Shareholders Special Meetings. Special meetings of the shareholders may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors, or upon request of **50%** percent of the shareholders of the corporation. The request for a special meeting must be made in writing that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all shareholders of record who are entitled to vote at the meeting.

Place of Shareholders Meetings. The board of directors has the power to designate the place for shareholders meetings, unless a waiver of notice of the meeting signed by all shareholders designates the place for the meeting. If no place is designated, either by the board of directors or all of the shareholders, then the place for the meeting will be the principal office of the corporation.

Notice of Shareholders Meetings. Written notice of shareholders meetings must be sent to each shareholder of record entitled to vote at the meeting. The notice must be sent no less than **10** days nor more than **60** days before the date of the meeting. The notice should be sent to the shareholder's electronically to email address. If no email address in the corporate record or the sent email bounced back to the sender, then a paper notice will be mailed to the address as shown in the corporate stock transfer book. The notice will include the place, date, and time of the meeting. Notices for special meetings must also include the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Shareholders may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Shareholders Entitled to Notice, to Vote, or to Dividends. For the purpose of determining which shareholders are entitled to notice, to vote at meetings, or to receive

dividends, the board of directors may order that the corporate stock transfer book be closed for **30** days prior to a meeting or the issuance of a dividend. The shareholders entitled to receive notice, vote at meetings, or receive dividends are those who are recorded in the stock transfer book upon the closing of the book. Instead of closing the book, the board of directors may also set a Record Date. The shareholders recorded in the stock transfer book at the close of business on the Record Date will be entitled to receive notice, vote at meetings, or receive dividends. A list of shareholders entitled to receive notice, vote at meetings, or receive dividends will be prepared by the secretary when necessary and provided to the officers of the corporation. Every shareholder who is entitled to receive notice, vote, or receive dividends is also entitled to examine this list and the corporate stock transfer book.

Shareholders Quorum. A quorum for a shareholders meeting will be a majority **(greater than 50%)** of the outstanding shares that are entitled to vote at the meeting, whether in person or represented by proxy. Once a quorum is present, business may be conducted at the meeting, even if shareholders leave prior to adjournment.

Shareholders Proxies. At all meetings of shareholders, a shareholder may vote by signed proxy or by power of attorney. To be valid, a proxy must be filed with the secretary of the corporation prior to the stated time of the meeting. No proxy may be valid for over **6** months, unless the proxy specifically states otherwise. Proxies may always be revokable prior to the meeting for which they are intended. Attendance at the meeting by a shareholder for which a proxy has been authorized always revokes the proxy.

Shareholders Voting. Each outstanding share of the corporation that is entitled to vote as shown on the stock transfer book will have one vote. The vote of the holders of a majority **(greater than 50%)** of shares **represented in person or represented by proxy** will be sufficient to decide any matter, **including adjournment,** unless a greater number is required by the Articles of Incorporation or by state law.

Shareholder Consent Resolutions. Any action that may be taken at a shareholders meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all shareholders who would be entitled to vote on the matter.

Shareholders Cumulative Voting Rights. For the election of directors, each shareholder may vote in a cumulative manner, if desired. Cumulative voting will mean that if each shareholder has one vote per director to be elected, the shareholder may vote all votes for a single director or spread the votes among directors in any manner.

Powers of the Board of Directors. The affairs of the corporation will be managed by the board of directors. The board of directors will have all powers available under state law, including, but not limited to, the power to appoint and remove officers, agents, and employees; the power to change the offices, registered agent, and registered office of the corporation; the power to issue shares of stock; the power to borrow money on behalf of the corporation, including the power to execute any evidence of indebtedness on behalf of the corporation; and the power to enter into contracts on behalf of the corporation.

Number of Directors and Term of Office. The number of directors will be as shown in the Articles of Incorporation and may be amended. The number is currently **five (5)**. Each director will hold office for **one (1)** year and will be elected at the annual meeting of the shareholders.

Time of Meeting of the Board of Directors. The board of directors meeting will be held **quarterly** of every year at the corporate offices. This meeting is for the purpose of appointing officers and for transacting any other necessary business.

Special Meetings of the Board of Directors. Special meetings of the board of directors may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors. The request for a special meeting must be made in writing **and sent electronically via email** that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all directors.

Place of Board of Directors Meetings. The board of directors has the power to designate the place for directors meetings. If no place is designated, then the place for the meeting will be the principal office of the corporation.

Notice of Board of Directors Meetings. Written notice of board of directors meetings must be sent to each director **electronically via email**. The notice must be sent no less than **five (5) days nor more than fourteen (14)** days before the date of the meeting. The notice should be sent to the director's email address as shown in the corporate records. The notice will include the place, date, and time of the meeting, and for special meetings, the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Directors may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Board of Directors Quorum. A quorum for directors meetings will be a majority **(3 or greater)** of the directors. Once a quorum is present, business may be conducted at the meeting, even if directors leave prior to adjournment.

Board of Directors Voting. Each director will have one vote. The vote of a majority **(3 or greater)** of the directors will be sufficient to decide any matter, unless a greater number is required by the Articles of Incorporation or state law. Adjournment shall be by majority vote.

Board of Directors Consent Resolutions. Any action that may be taken at a directors meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all directors.

Removal of Directors. A director may be removed from office, with or without cause, at a special meeting of the shareholders called for that purpose.

Filling Directors Vacancies. A vacancy on the board of directors may be filled by majority vote of the remaining directors, even if technically less than a quorum. A director elected to fill a remaining term will hold office until the next annual shareholders meeting.

Travel Reimbursement of Directors. There is no salary for the directors, except travel reimbursement for the meeting of board of directors. The travel reimbursement of the directors will be fixed by the board of directors and may be altered at any time by the board. A director may receive a **travel reimbursement** even if he or she receives a salary as an officer.

Fiduciary Duty of Directors. Each director owes a fiduciary duty of good faith and reasonable care with regard to all actions taken on behalf of the corporation. Each director must perform his or her duties in good faith in a manner that he or she reasonably believes to be in the best interests of the corporation, using ordinary care and prudence.

Number of Officers. The officers of the corporation will include a president, treasurer, and secretary. Any two or more offices may be held by the same person.

Appointment and Terms of Officers. The officers of the corporation will be appointed by the directors at the **1st quarter** meeting of the board of directors. Each officer will hold office until death, resignation, or removal by the board of directors.

Removal of Officers. Any officer may be removed by the board of directors, with or without cause. Appointment of an officer does not create any contract rights for the officer.

Filling Officers Vacancies. A vacancy in any office for any reason may be filled by the board of directors for the unexpired term.

Duties of the President. The president is the principal executive officer of the corporation and is subject to control by the board of directors. The president will supervise and control all of the business and activities of the corporation. The president will preside at all shareholders and directors meetings, and perform any other duties as prescribed by the board of directors, **including, but not limited to, borrow money on behalf of the corporation, sign loan agreements with banks, and enter contract with vendors and/or customers**

Duties of the Secretary. The secretary will keep the minutes of all shareholders and directors meetings. The secretary will provide notices of all meetings as required by the bylaws. The secretary will be the custodian of the corporate records, corporate stock transfer book, and corporate seal. The secretary will keep a list of the addresses of all shareholders, directors, and officers. The secretary will sign, along with other officers, the corporation's stock certificates. The secretary will also perform any other duties as prescribed by the board of directors.

Duties of the Treasurer. The treasurer will be custodian of all corporate funds and securities. The treasurer will receive and pay out funds that are receivable or payable to the corporation from any source. The treasurer will deposit all corporate funds received into the corporate bank accounts as designated by the board of directors. The treasurer will also perform any other duties as prescribed by the board of directors.

Salaries of Officers. The salaries of the officers will be fixed by the board of directors and may be altered at any time by the board. An officer may receive a salary even if he or she receives a salary as a director.

Stock Certificates. Certificates that represent shares of ownership in the corporation will be in the form designated by the board of directors. Certificates will be signed by **the president and the secretary of the corporation.** Certificates will be consecutively numbered **and sealed.** The name and address of the person receiving the issued shares, the certificate number, the number of shares, and the date of issue will be recorded by the secretary of the corporation in the corporate stock transfer book. Shares of the corporation's stock may only be transferred on the stock transfer book of the corporation by the holder of the shares in whose name they were issued as shown on the stock transfer book, or by his or her legal representative.

Financial Matters. The board of directors will determine the accounting methods and fiscal year of the corporation. All checks, drafts, or other methods for payment shall be signed by an officer determined by resolution of the board of directors. All notes, mortgages, or other evidence of indebtedness shall be signed by an officer determined by resolution of the board of directors. No money will be borrowed or loaned by the corporation unless authorized by a resolution of the board of directors. No contracts will be entered into on behalf of the corporation unless authorized by a resolution of the board of directors. No documents may be executed on behalf of the corporation unless authorized by a resolution of the board of directors. A board of director's resolution may be for specific instances or a general authorization.

Loans to Officers or Directors. The corporation may not lend any money to an officer or director of the corporation unless the loan has been approved by a majority **(greater than 50%)** of the shares of all stock of the corporation, including those shares that do not have voting rights.

Amendments to the Bylaws. These bylaws may be amended in any manner by majority **(3 or greater)** vote of the board of directors at any annual or special meeting. Any amendments by the board of directors are subject to approval by majority vote of the shareholders at any annual or special meeting.

[Remainder of page intentionally left blank]

Approved by the Shareholders on Sept. 6, 20 14

Signature of Secretary of Corporation

Yuhmin Hwang
Printed Name of Secretary of Corporation

Attested by Chairperson of Board on Sep 6th, 20 14

Signature of Chairperson of Board

Chenchung (William) Yeh
Printed Name of Chairperson of Board

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 6/8/2021

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 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
RBC Insurance Assoc.
1 Executive Drive
Suite 350
Somerset NJ 08873

CONTACT NAME: Beth Nuber
PHONE (A/C, No, Ext): (732)748-1100 FAX (A/C, No): (732)748-1120
E-MAIL ADDRESS: bethn@rbcinsure.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: CNA	
INSURER B: New Jersey Manufacturers	
INSURER C: CRUM & FORESTER SPECIALTY INSURANCE CON	44520J
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Computer Square, Inc. d/b/a CSI Technology Group
330 MAC LN
KEASBEY NJ 08832

COVERAGES **CERTIFICATE NUMBER:** Master Cert 2021 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:			7012769893	5/11/2021	5/11/2022	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
							Employee Practices Liab Ins	$ 10,000
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS / X SCHEDULED AUTOS X HIRED AUTOS / X NON-OWNED AUTOS			1102680105	5/11/2021	5/11/2022	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED X RETENTION $ 10,000			B7012771241	5/11/2021	5/11/2022	EACH OCCURRENCE	$ 1,000,000
							AGGREGATE	$ 1,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
C	Professional Liability			TEO-3016652-00	5/9/2021	5/9/2022	Limit	$5,000,000
							Retention	$50,000

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

CERTIFICATE HOLDER

State of New Hampshire
Department of Safety
Division of State Police
33 Hazen Drive
Concord, NH 03305

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
Dan Carluccio/CAC

© 1988-2014 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/08/2021

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 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 endorsements(s).

PRODUCER
Keystone Risk Partners LLC
604 East Baltimore Pike
Media PA, 19063

CONTACT NAME:
PHONE (A/C, No, Ext): 888-473-6398 FAX (A/C, No):
E-MAIL ADDRESS: Risk@ExtensisGroup.com

INSURERS AFFORDING COVERAGE	NAIC#
INSURER A: Indemnity Insurance Company of North ~~America - CHUBB~~	43575
INSURER B: American Guarantee & Liability - Zurich	26247
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Extensis VIII, Inc. L/C/F
Computer Square, Inc. (CSI Technology Group)
900 US HWY 9 North, 3rd Floor
Woodbridge, NJ 07095

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAME 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	ADD'L INSRD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY			Not Applicable			EACH OCCURRENCE	$
	COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
	CLAIMS MADE [ ] OCCUR						MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS-COMP/OP AGG	$
	[ ] POLICY [ ] PRO-JECT [ ] LOC							$
	AUTOMOBILE LIABILITY			Not Applicable			COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
B	X UMBRELLA LIAB X OCCUR			UMB 5499247-07	09/30/2020	09/30/2021	EACH OCCURRENCE	$ 10,000,000.00
	EXCESS LIAB CLAIMS MADE						AGGREGATE	$ 10,000,000.00
	X DED X RETENTION $ 10,000							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			C68689831	09/30/2020	09/30/2021	X WC STATU-TORY LIMITS / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					E.L. EACH ACCIDENT	$ 1,000,000.00
							E.L. DISEASE-EA EMPLOYEE	$ 1,000,000.00
							E.L. DISEASE-POLICY LIMIT	$ 1,000,000.00

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

CERTIFICATE HOLDER

104589
State of New Hampshire
Department of Safety, Division of State Police
33 Hazen Drive
Concord NH, 03305

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
Jay Peichel

© 1988-2010 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

DEC06'19 AM11:14 DAS

MLC

153

State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, N.H. 03305
603-271-2791

ROBERT L. QUINN
COMMISSIONER OF SAFETY

G&C #153
12/18/2019

November 19, 2019

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

Requested Action

Authorize the Department of Safety (DOS), Division of State Police to enter into a contract with Computer Square, Inc. Technology Group (VC#312693-B001) in the amount of $6,087,000.00 to implement a new Computer Aided Dispatch (CAD) and Records Management System (RMS) for State Police. Effective upon Governor and Executive Council approval through May 6, 2026 with the option to extend subscription, maintenance, and support services for up to two years at the sole option of the State and with Governor and Council approval. Funding source: 69.64% Highway, 15.47% Turnpike, 14.89% General.

Funds are available in the SFY2020/2021 capital budgets and contingent upon availability and continued appropriations in the SFY2022 through SFY2026 operating budgets with the ability to adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

	SFY2020	SFY2021	SFY2022	SFY2023	SFY2024	SFY2025	SFY2026
02-23-23-230030-16780000 Dept. of Safety – Div. of State Police – 17-228:1-XX:C Police Records 034-500099 Capital Projects – Major IT Systems	$739,800.00	$1,109,700.00	$0.00	$0.00	$0.00	$0.00	$0.00
01-03-03-030010-76230000 Dept. of IT – DOIT – IT for DOS 046-500465 Consultants – IT-Consul-Non-Benefit Activity Code: 03230216	$0.00	$0.00	$577,500.00	$990,000.00	$990,000.00	$840,000.00	$840,000.00
Subtotal	$739,800.00	$1,109,700.00	$577,500.00	$990,000.00	$990,000.00	$840,000.00	$840,000.00
						TOTAL	$6,087,000.00

Explanation

This contract provides a Computer Aided Dispatch (CAD) and Records Management System (RMS) for State Police. This contract includes the cost of implementation and 5-years of software subscription, maintenance, and support services. The term may be extended for an additional two (2) years for subscription, maintenance, and support services at the sole option of the State.

This new platform will serve as the primary information system to support New Hampshire State Police (NHSP) daily operations and will be the system of record to document responses to events. This fully integrated solution will foster data sharing, accessibility, and interoperability between all facets of law enforcement. This contract replaces an existing CAD/RMS

system purchased in 2008, and will provide an integrated system with role-based security to support the full breadth of law enforcement operations including computer aided dispatch, robust records and case management, analytics, and reporting.

Request for Proposal DOS 2018-03 was posted on the state's contracting website from June 6, 2018 to September 6, 2018. As a result, three proposals were received and evaluated by the committee. The contract was awarded to Computer Square Inc. as the highest scoring and lowest cost proposal.

Respectfully submitted,

Kenneth Quinn FOR

Denis Goulet
Commissioner of Information Technology

Respectfully submitted,

Robert L. Quinn
Commissioner of Safety

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

Denis Goulet
Commissioner

December 3, 2019

Robert L. Quinn
Commissioner of Safety
Department of Safety
33 Hazen Drive
Concord, NH 03305

Dear Commissioner Quinn:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into contract with Computer Square, Inc. Technology Group, a New Jersey Corporation as described below and referenced as DoIT No. 2020-041.

> The purpose of this request is to enter into a contract with Computer Square, Inc. Technology Group to provide the Department of Safety (DOS), with a vendor hosted computer aided dispatch and records management system for the State of New Hampshire. The new platform will serve as the primary information system to support NHSP daily operations and will be the system of record to document their responses to events.
>
> The amount of the contract is not to exceed $6,087,000.00, and shall become effective upon Governor and Executive Council approval through May 6, 2026.

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

Sincerely,

Kenneth Quinn FOR

Denis Goulet

DG/kaf
DoIT #2020-041
RID: 46472
cc: Ronald Reed, IT Manager, DoIT

RFP Final Scoring Summary

Project Name: CAD/RMS RFP 2018-03

Evaluation Factor		Received Proposals					
		AT&T		Central Square		CSI Technology	
Adherence to Mandatory Requirements (Pass/Fail)		Pass		Pass		Pass	
Technical Proposal	Points Distribution	Average Ranking	Point Score	Average Ranking	Point Score	Average Ranking	Point Score
Proposed System and Services to be Provided:							
Dispatch Requirements	8	2.12	3.39	4.03	6.45	4.00	6.40
Records Management Req.	8	2.70	4.32	3.82	6.11	3.93	6.29
E Citation/Ticket/CRMS	5	1.09	1.09	1.73	1.73	4.09	4.09
Mobile	5	1.12	1.12	2.42	2.42	3.94	3.94
Mapping	5	4.52	4.52	3.82	3.82	4.00	4.00
Reporting	9	2.68	4.83	4.24	7.64	3.70	6.65
System Interfaces	5	1.45	1.45	3.45	3.45	3.45	3.45
Subtotal: Proposed System and Services to be Provided	45		20.72		31.62		34.83
Technical, Service and Project Management Approach:							
Application Security	4	1.82	1.45	3.55	2.84	3.82	3.05
Managed Cloud Service Offering	4	2.36	1.89	4.27	3.42	3.73	2.98
Support & Maintenance	4	1.64	1.31	2.73	2.18	4.18	3.35
Implementation Testing Approach	3	1.73	1.04	3.18	1.91	4.18	2.51
Subtotal: Technical, Service and Project Management	15		5.69		10.35		11.89
Vendor Company & Staff Qualifications	5	1.73	1.73	3.73	3.73	3.91	3.91
Technical Proposal Score	65		28.14		45.69		50.63
		2.08		3.41		3.91	
Proposal Cost	35	10,575,071		5,675,530		5,590,000	
(lowest proposed cost/vendor's proposed cost) X maximum allocated points for proposal cost			18.50		34.47		35.00
Total Score	100		46.64		80.16		85.63

Lowest Cost
$5,590,000.00

Score Calculation: The Total Possible Score of 100 points in distributed to the Evaluation Factors as shown above. Each Evaluation Factor is ranked on a scale of 0 to 5, as defined below, by each scoring team member. Team member rankings are then averaged for each Vendor on the Ranking Summary Worksheet and shown as the Average Ranking on the Final Scoring Summary above. The Average Ranking as a percent of the maximum ranking (Five) is used to calculate the Point Score for each Evaluation Factor.

Rankings 0 to 5 are defined below:

0 Mandatory requirements planned in a future release. Requires significant changes to business processes.
1 Well below average, meets mandatory requirements with significant customization or workarounds.
2 Slightly below average, meets mandatory requirements with minimal customization or workarounds.
3 Average, meets mandatory requirements without significant customization or workarounds.
4 Above average, mandatory requirements met without significant customization and meets many preferred requirements.
5 Outstanding, meets mandatory requirements, most preferred requirements and many added optional features that would benefit the business.

FORM NUMBER P-37 (version 5/8/15)

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 Department of Safety		1.2 State Agency Address 33 Hazen Drive Concord, NH 03305	
1.3 Contractor Name CSI Technology Group		1.4 Contractor Address 330 Mac Lane Keasbey, NJ 08832	
1.5 Contractor Phone Number 732-346-0200	1.6 Account Number	1.7 Completion Date May 6, 2026	1.8 Price Limitation $6,087,000
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name and Title of Contractor Signatory Chenchung (William) Yeh President & CEO	

1.13 Acknowledgement: State of New Jersey, County of Middlesex

On November 21, 2019, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.

1.13.1 Signature of Notary Public or Justice of the Peace

[Seal] MAGGIE LIN

MAGGIE LIN
Commission # 50082439
Notary Public, State of New Jersey
My Commission Expires
May 14, 2023

1.13.2 Name and Title of Notary or Justice of the Peace

MAGGIE LIN

1.14 State Agency Signature Date: 11/26/19	1.15 Name and Title of State Agency Signatory Steven R. Lavoie, Dir. of Administration

1.16 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)*

By: Director, On:

1.17 Approval by the Attorney General (Form, Substance and Execution) *(if applicable)*

By: Takhmina Rakhmatova On:

1.18 Approval by the Governor and Executive Council *(if applicable)*

By: On:

Contractor Initials
Date 11/21/19

2. EMPLOYMENT OF CONTRACTOR/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 A 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 1.18, 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 1.14 ("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, and in no event shall the State be liable for any 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 terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account 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 B 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 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 opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright 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 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further 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 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

Contractor Initials _____
Date 11/21/19

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;
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) days from the date of the notice; and if the Event of Default is not timely remedied, 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 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 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.
9.1 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.
9.2 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.
9.3 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.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall 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 A.

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.
The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. 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 maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:
14.1.1 comprehensive 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 ; and
14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

Contractor Initials YM
Date 10/21/19

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 thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

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. 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. WAIVER OF BREACH. 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.

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. CONSTRUCTION OF AGREEMENT AND TERMS. This Agreement shall be 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.

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 provisions set forth in the attached EXHIBIT C 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 relating hereto.

Contractor Initials VW
Date 11/21/19

EXHIBIT A
SCOPE OF WORK

Contractor Initials VK
Date 11/21/19

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
EXHIBIT A: SCOPE OF WORK

1. CONTRACT TERM

The Contract shall begin on the Effective Date and extend to the initial Implementation period, which shall not exceed eighteen (18) months, with the exception of excusable delays and/or events of force majeure as outlined in Provision 27, Excusable delays and Force Majeure, Exhibit C, followed by five (5) years of maintenance, operation and support. Maintenance, operation and support services shall start on the next day of the State's issuance of the Letter of System Acceptance, as set forth in Section 12, Exhibit A-3: *Acceptance and Testing Services.* The Term may be extended for an additional two (2) years for maintenance, operation and support services, at the sole option of the State, at the rate set forth in Section 9 of Exhibit B: *Price and Payment Schedule.*

The Time is of the essence in the performance of the Contractor's obligations under the Contract.

2. STATEMENT OF WORK

The Contractor shall provide the State of New Hampshire, Department of Safety ("State"), with a fully integrated Computer Aided Dispatch and Records Management System ("System") with role based security that supports the full breadth of State Police Operations including implementation, training, support and maintenance that will provide the State with an integrated solution that fosters data sharing, accessibility, and interoperability between all facets of law enforcement, including outside agencies.

2.1. Requirements. The Contractor represents, warrants, covenants and agrees that, at the minimum, at all times, the System shall:

2.1.1 Fully comply with FBI Criminal Justice Information Services ("CJIS") Security Policies and any future updates, revisions and/or replacements.

2.1.2 Be National Incident-Based Reporting System ("NIBRS") compliant and include at a minimum all NIBRS fields, codes, and rules per the current NIBRS User Manual version and any future updates, revisions, and/or replacements. The System must also:

- 2.1.2.1 Identify a NIBRS event and enforce NIBRS mandatory fields and NIBRS validation rules.
- 2.1.2.2 Support monthly reporting of NIBRS data using combined NIBRS files from multiple agencies in a repository (beyond 2020).
- 2.1.2.3 Extract NIBRS data from confidential cases.
- 2.1.2.4 The process of how an arrestee is counted only once for NIBRS when the arrest clears two or more NIBRS Group A incidents.
- 2.1.2.5 Have NIBRS resubmission process when reports have been rejected by the State of FBI NIBRS Repository.

2.1.3 Have a role-based security model to control user access to features and data throughout the System. The System's security model must provide a method to easily limit sensitive case information and people related to confidential cases as required by the State. The System must also:

Contractor Initials _____
Date 1/2/19

2.1.3.1 Segregate confidential cases for units including but not limited to Intelligence, Narcotics, Major Crimes;
2.1.3.2 Limit access to certain portions of a case such as narratives, person, vehicle and location records, narratives, attachments;
2.1.3.3 Set a flag and notify a user when any person, vehicle or location that is part of a confidential case is searched or entered as part of another case or incident;
2.1.3.4 Release of full or partial case information when case is adjudicated.

2.1.4 Be hosted and maintained by the Contractor in a CJIS compliant, secure Hosted Environment, providing all necessary hardware, software, System and database administration and internet bandwidth to manage the application, including all test, training, and production environments in the System. The Hosted Environments shall comply with the requirements set forth in Attachment 2 of this Exhibit A: *Scope of Work.*

(i) In the event that the Contractor and/or the State is made aware that the utilized Hosted Environment fails to fully comply with the CJIS requirements, the Contractor will work with the State to remediate the situation which may include migrating to another CJIS compliant Hosted Environment.

(ii) If CJIS compliance in a Hosted Environment is attained through the use of CJI encryption, the Contractor and the State shall be the only encryption key holders.

(iii) The Contractor will not migrate to another Hosted Environment without the knowledge and express written consent of the State.

2.1.5 Provide the full RMS functionality, including, but not limited to:
2.1.5.1 Police RMS with two (2) portal (Prosecution and Defense)
2.1.5.2 Permits and Licenses
2.1.5.3 Warrant
2.1.5.4 Personnel, Police and Procedure and Scheduling
2.1.5.5 Evidence
2.1.5.6 Citation Management

2.1.6 Provide full InfoShare CAD functionality, including, but not limited to:
2.1.6.1 InfoCAD Center APP InfoCAD Admin
2.1.6.2 E911 ANI/ALI Interface
2.1.6.3 Master Location
2.1.6.4 Master Name Index & Lookup
2.1.6.5 Related Information
2.1.6.6 NCIC/DMV/AOC/NLETS
2.1.6.7 BOLO
2.1.6.8 Time Event (Instant Call Log)

Contractor Initials VM
Date 10/22/19

2.1.6.9 Pre-Assignment
2.1.6.10Tow Rotation
2.1.6.11Chat

2.1.7 Provide full InfoShare PD MDT functionality, including, but not limited to:
2.1.7.1 InfoCAD MDT APP
2.1.7.2 Officer Initiated CFS & MV Stop
2.1.7.3 Related Information
2.1.7.4 NCIC/DMV/AOC/NLETS Component
2.1.7.5 BOLO
2.1.7.6 Time Event (Instant Call Log)
2.1.7.7 E-Citation/Ticket
2.1.7.8 Two Men Car
2.1.7.9 Chat

2.1.8 Provide full Mapping functionality, including, but not limited to:
2.1.8.1 AVL Add-on
2.1.8.2 GPS Navigation/Direction
2.1.8.3 Custom Map Layers.

2.1.9 Provide Fusion/Intelligence Module, including but not limited to:
2.1.9.1 State iLog Module
2.1.9.2 State Intelligence Module
2.1.9.3 State SAR Module
2.1.9.4 State Document Repository
2.1.9.5 State Major Incident Management

2.2. Additional Requirements. The Contractor and the System shall also comply with the Project Requirements set forth in Attachment 1 to Exhibit A.

2.3. Optional Module. At the State's discretion, the State may also purchase the optional module Open Public Records Act Module at the price set forth in Exhibit B: *Price and Payment Schedule.*

3. COMPLIANCE REQUIREMENTS

3.1. CJIS Compliance

The Contractor hereby represents and warrants that:

(i) the Contractor has reviewed and is knowledgeable about, and experienced addressing, CJIS Security Policies, and

(ii) the Contractor and the System comply with all of the security protocol, data security and other policies and procedures set forth in CJIS Security Policy V5.8 (June 1, 2019) ("CJIS v5.8") and any future updates, revisions and/or replacements.

Contractor Initials
Date 11/21/19

3.1.1 The Contractor hereby covenants and agrees that the Contractor and the System shall, at all times, remain fully compliant with CJIS v5.8, and with future CJIS versions, as CJIS may be updated from time to time. The Contractor shall, on an annual basis, certify in such form as the State may reasonably request that the Contractor and the System are compliant with then current CJIS version. In the event that the State notifies the Contractor that the System is any way non-compliant with CJIS, then the Contractor shall immediately utilize diligent, continued efforts to modify the System so that it becomes and remains CJIS compliant.

3.1.2 The Contractor is responsible for selecting the Host. The Contractor is and shall be responsible for ensuring that the Host is and remains fully CJIS compliant and shall be liable for any breach or violation by the Host of any CJIS policy, procedure or protocol.

(i) In the event that the Contractor and/or the State is made aware of the unlikely event that the Hosted Environment fails to comply with the CJIS requirements, the Contractor will work with the State to remediate the situation by migrating to another CJIS compliant Hosted Environment. (ii) The Contractor will not migrate to another Hosted Environment without the knowledge and consent of the State.

3.1.3 Audit

The State may, during the term of the Agreement, audit (or engage a third party to audit) the Contractor and the System to ensure that the System and the Host is fully compliant with CJIS Security Policy. Such an audit may include the analysis of records, discussions with the Contractor's employees and subcontractors, and testing of the System. The Contractor shall promptly provide to the State information requested by the State in connection with the audit and otherwise cooperate with the State regarding such audit.

In the event that the audit shows that the Contractor or the System is not

(i) in full compliance with any CJIS policy, protocol or procedure, then the Contractor shall promptly take such action as is necessary to attain CJIS compliance and upon achieving compliance, certify in writing to the State that it has done so, and

(ii) material compliance with any CJIS policy, protocol or procedure, the Contractor shall promptly reimburse the State for the costs and expenses (including internal legal costs invoiced at the prevalent billing rate for an experienced corporate attorney) incurred in conducting the audit.

iii) In the event that the Contractor and/or the State is made aware of the unlikely event that the Hosted Environment fails to comply with the CJIS requirements, the Contractor will work with the State to remediate the situation by migrating to another CJIS compliant Hosted Environment. The Contractor will not migrate to another Hosted Environment without the knowledge and consent of the State.

Contractor Initials VM
Date 4/24/19

3.2 NIBRS Compliance

The Contractor hereby represents and warrants that:

(i) the Contractor has reviewed and is knowledgeable about, and the System is engineered and designed to utilize and be compliant with the National Incident-Based Reporting System ("NIBRS"), and

(ii) the System will be fully compliant with NIBRS within six (6) months after the Effective Date of contract acceptance.

3.2.1 In addition, the Contractor hereby covenants and agrees that the Contractor and the System shall at all times be and remain, and the Contractor shall modify the System as needed to ensure that the System is fully compliant with NIBRS, as NIBRS may be updated from time to time. The Contractor shall regularly review the NIBRS requirements and promptly modify the System as needed to ensure continual compliance with NIBRS. In addition, in the event that the State notifies the Contractor that the System is any way non-compliant with NIBRS, then the Contractor shall immediately utilize diligent, continued efforts to modify the System so that it becomes and remains NIBRS compliant.

3.2.2 Audit

The State may, during the term of the Contract, audit (or engage a third party to audit) the Contractor and the System to ensure that the System is then fully compliant with NIBRS. . The audit may include the analysis of records, discussions with the Contractor's employees and subcontractors, and testing of the System. The Contractor shall promptly provide to the State information requested by the State in connection with the audit and otherwise cooperate with the State regarding such audit.

In the event that the audit shows that the Contractor or the System is not in

(i) full compliance with any NIBRS policy, protocol or procedure, then the Contractor shall promptly take such action as is necessary to attain NIBRS compliance and upon achieving compliance, certify in writing to the State that it has done so, and

(ii) material compliance with any NIBRS policy, protocol or procedure, promptly reimburse the State for the costs and expenses (including internal legal costs invoiced at the prevalent billing rate for an experienced corporate) incurred in conducting the audit.

4. DELIVERABLES – MILESTONES AND ACTIVITIES

REF #	Activity, Deliverable or Milestone	Deliverable Type

Contractor Initials _____
Date 11/21/19

PLANNING AND PROJECT MANAGEMENT		
1	Conduct Kickoff Meeting (to be provided within 30 days from the Effective Date)	Non-Written
2	Work Plan (to be provided within 45 days of the Effective Date)	Written
3	Project Management Plan	Written
4	Desktop and Network Configuration Requirements	Written
5	Security Plan	Written
6	Communications and Change Management Plan	Written
7	Setup & Installation of CAD/RMS 30	Software
8	Systems Interface Plan and Design/Development	Written
9	Data Conversion Plan and Design	Written
10	Gap Analysis Documentation	Written
11	Testing Plan	Written
12	Training Plan and Curriculum	Written
13	Deployment Plan	Written
14	End User Support Plan	Written
15	Disaster Recovery Plan	Written
16	Develop Data Conversion Scripts	Software
17	Develop NIBRS Functionality	Software
18	Develop RMS Offline Capability	Software
19	Develop One Button Traffic Stop	Software
20	Develop Text Editing Functionality	Software
21	Provide Testing Environment	Software
22	Provide Demo (Sand Box) Environment	Software
23	Provide Software Licenses if needed	Written
24	Install Software in Testing Environment	Software
25	Provide Fully Tested Data Conversion Software	Software
26	Configure Software to State Requirements	Software
27	Provide Software Installed, Configured and Operational to Satisfy State Requirements	Software
TESTING		
28	Conduct Training of User Acceptance Team	Non-Software
29	Conduct Data Conversion Testing	Software
30	Conduct User Acceptance Testing	Non-Software
31	Test In-Bound and Out-Bound Interfaces	Software

Contractor Initials _____
Date 11/22/19

32	Conduct Day in the Life Testing	Non-Software
33	Conduct System Performance (Load/Stress) Testing	Non-Software
34	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software
TRAINING		
35	Install Software in Training Environment	Software
36	Provide Training Materials	Non-Software
37	Conduct Training of State Staff	Non-Software
SYSTEM DEPLOYMENT		
38	Install Software in Production Environment	Software
39	Converted Data Loaded into Production Environment	Software
40	Production Environment Validation of Installation and Data Conversion	Non-Software
41	Execute Security Plan	Non-Software
42	Cutover to New Software	Non-Software
43	Provide Documentation	Written
44	Ongoing Hosting Support	Non-Software
45	Ongoing Support and Maintenance	Software
46	Conduct Project Exit Meeting	Non-Software
47	Intelligence Module	Software

4.1 The Work Plan shall be an additional Deliverable and is set forth in Contract Exhibit A-1: *Work Plan* and shall include the projected completion date for the Deliverables above.

5. DELIVERABLE REVIEW AND ACCEPTANCE

5.1 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 A: *Scope of Work*. 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

Contractor Initials MR
Date 11/21/19

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 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.

5.2. Software Deliverable Review and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in *Exhibit A-3: Acceptance and Testing Services.*

5.3 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) any 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.

5.4 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.

6. GENERAL PROJECT REQUIREMENTS

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 and the Contractor's Project Managers shall review these tools and templates and determine which ones shall be used for the Project. Training on these tools and templates shall be conducted at the start of each phase in which they will be used.

The Contractor shall ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of the State's Information Technology resources, information, and services. Security requirements are set forth in Attachment 1 to Exhibit A: *Scope of Work*. The Contractor shall provide the State resources, information, and Services on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and to safeguard the confidentiality and integrity of State networks, Systems and Data.

7. PROJECT MANAGEMENT

The Project will require the coordinated efforts of a Project Team consisting of both the Contractor and State personnel. The Contractor shall provide all necessary resources to perform its obligations

Contractor Initials VHC
Date 11/21/19

under the Contract. The Contractor shall be responsible for managing the Project to its successful completion.

7.1 The Contractor's Team Project Executive

The Contractor shall have Team Project Executives (Contractor and Subcontractor Project Executives) who shall be responsible for advising on and monitoring the quality of the Services throughout the Project life cycle. The Project Executive shall advise the Contractor Project Manager and the State's Project team on the best practices for implementing the Contractor Software Solution within the State. The Project Executive shall participate in the definition of the Project Plan and provide guidance to the State's Team.

7.2 The Contractor's Contract Manager

The Contractor shall assign a Contract Manager who shall be responsible for all Contract authorization and administration.

7.2.1 The Contractor's Contract Manager is:

Richard Norcross
Executive Vice President
330 Mac Lane
Keasbey, N.J. 08832
Tel: (732) 346-0200
Email: rnorcross@csitech.com

7.3 The Contractor's Project Manager

7.3.1 The Contractor shall assign a Project Manager who meets the requirements of the Contract. The 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 Contractor's Project Manager's resume, qualifications, references, and background checks, including but not limited to finger print background checks, and an interview. The State may require removal or reassignment of the Contractor's Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

7.3.2 The Contractor's 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 the Contractor's representative for all administrative and management matters. The Contractor's Project Manager shall perform the duties required under the Contract. The Contractor's Project Manager or, in his absence, qualified and approved by the State designee, must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State, and be at the site as

Contractor Initials
Date 11/21/19

scheduled and agreed upon by the State. The Contractor's Project Manager must work diligently and use his/ her best efforts on the Project.

7.3.3 The Contractor shall not change its assignment of the Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contractor's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than of the Contractor's Project Manager being replaced; meet the requirements of the Contract; and be subject to reference and background checks described above in Section 7.3: *Contractor's Project Manager*, and in Section 7.10: *Reference and Background Checks* of this Exhibit A-1. The Contractor shall assign a replacement of the Contractor's Project Manager within ten (10) business days of the departure of the prior Contractor's Project Manager, and the Contractor shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim Project Manager.

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

7.3.5 Contractor's Project Manager is:

Peter Ugalde
Director
330 Mac Lane
Keasbey, N.J. 08832
Tel: (732) 346-0200
Email: pugalde@csitech.com

7.4 The Contractor's Key Project Staff

7.4.1 The Contractor shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in this Contract, including all the requirements listed in Section 2 and 3 of this Exhibit A: *Scope of Work*, and Attachment 1 to the Exhibit A. The State may conduct reference and background checks on the Contractor's Key Project Staff. The State reserves the right to require removal or reassignment of the Contractor's Key Project Staff who are found unacceptable to the State.

7.4.2 The Contractor shall not change any of the Contractor's Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contractor's Key Project Staff will not be unreasonably withheld. The replacement of the Contractor's Key Project Staff shall have comparable or greater skills than of the Contractor's Key Project Staff being replaced; meet the

Contractor Initials
Date 11/21/19

requirements of the Contract, including but not limited to the requirements set forth in RFP Appendix C: System Requirements and Deliverables.

7.4.3 Notwithstanding any other provision of the Contract to the contrary, the State 4shall have the option to terminate the Contract, declare the Contractor in default and to pursue its remedies at law and in equity, if the Contractor fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with the Contractor's replacement Key Project Staff.

7.4.4 The Contractor Key Project Staff shall consist of the following individuals in the roles identified below:

Key Member(s)	Title
Barry Chung	PM - CAD
Peng Cheng	PM - RMS
Joshua Ottenberg	Director

7.5 The State's Contract Manager

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

7.5.1 The State Contract Manager is:

Kevin Connor
Administrator
Business & Project Administration
Tel: 603-223-4300
Email: kevin.connor@dos.nh.gov

7.6 The State's Project Manager

The State shall assign a Project Manager. The State Project Manager's duties shall include leading the Project, engaging and managing the Contractor, managing significant issues and risks, reviewing and accepting Deliverables, invoice sign-offs, review and approval of change proposals, and managing stakeholders' concerns.

7.6.1 The State Project Manager is:

Nathan Noyes
Captain – Operations
Tel: 603-223-8818
Email: Nathan.noyes@dos.nh.gov

7.7 The State's Subject Matter Expert(s) (SME)

Contractor Initials MC
Date 11/21/19

The role of the State SME is to assist application teams with an understanding of the State's current business practices and processes, provide agency knowledge, and participate in the Implementation. Responsibilities of the SME include the following:

- Be the key user and contact for their Agency or Department;
- Attend Project Team training and acquire in-depth functional knowledge of the relevant applications;
- Assist in validating and documenting user requirements, as needed;
- Assist in mapping business requirements;
- Assist in constructing test scripts and data;
- Assist in System Integration, and Acceptance Testing;
- Assist in performing conversion and integration testing and Data verification;
- Attend Project meetings when requested; and
- Assist in training end users in the use of the Contractor Software Solution and the business processes the application supports.

7.8 The State's Technical Lead

The State's Technical Lead reports to the State's Project Manager and is responsible for leading and managing the State's technical tasks. Responsibilities include:

- Attend technical training as necessary to support the Project;
- Assist the State and the Contractor Team Project Managers to establish the detailed Work Plan;
- Manage the day-to-day activities of the State's technical resources assigned to the Project;
- Work with State IT management to obtain State technical resources in accordance with the Work Plan;
- Work in partnership with the Contractor and lead the State technical staff's efforts in documenting the technical operational procedures and processes for the Project. This is a Contractor Deliverable and it will be expected that the Contractor will lead the overall effort with support and assistance from the State; and
- Represent the technical efforts of the State at Project meetings.

7.9 State Testing Administrator

The State's Testing Administrator will coordinate the State's testing efforts. Responsibilities include:

- Coordinating the development of system, integration, performance, and Acceptance Test plans;
- Coordinating system, integration, performance, and Acceptance Tests;
- Chairing test review meetings;
- Coordinating the State's team and external third parties involvement in testing;
- Ensuring that proposed process changes are considered by process owners;

- Establish priorities of Deficiencies requiring resolution; and
- Tracking Deficiencies through resolution.

7.10. REFERENCE AND BACKGROUND CHECKS

Per the In Force CSP Section 5.12.1 (Personnel Screening Requirements for Individuals Requiring Unescorted Access to Unencrypted CJI) the State shall conduct criminal background checks of the Contractor's employees who hold access to CJI data. The Contractor shall not utilize any staff, including subcontractors, to fulfill the obligations of the Contract who have a record of any kind. If a record of any kind exists, access to CJI data shall not be granted until the State Chief Security Officer (CSO) or his/her designee reviews the matter to determine if access is appropriate.

If the person already has access to CJI data and is subsequently arrested and or convicted, continued access to CJI data shall be determined by the CSO. This does not implicitly grant hiring/firing authority with the CSA, only the authority to grant access to CJI data. For offenses other than felonies, the CSO has the latitude to delegate continued access determinations to his or her designee.

The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees, agents, and subcontractors. The Contractor must ensure that the Contractor's employees, agents, and subcontractors comply with CJIS Policy, as defined in Section 3 of this Exhibit A: *Scope of Work.*

The State may, at its sole expense, conduct reference and background screening of the Contractor's Project Manager, the Contractor's Key Project Staff, and all other Contractor staff, as well as all employees of any subcontractor. The State shall maintain the confidentiality of background screening results in accordance with the *General Terms and Condition Form, P-37, paragraphs* 3.1 (as may be modified in Exhibit C) and this Exhibit A: *Scope of Work.*

8. GENERAL TERMS AND CONDITIONS

8.1 Computer Use

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"), the Contractor understands and agrees to the following rules:

Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.

Information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall the Contractor access or attempt to access any information without having the express authority to do so.

At no time shall the 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.

Contractor Initials
Date 11/21/19

Personal software (including but not limited to sync software) shall not be installed on any equipment.

If the Contractor is found to be in violation of any of the above-stated rules, the User may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

8.2 Email Use

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

8.3 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 (available upon request). Alternate methods may be proposed, but need the concurrence of the Contractor and the State prior to acceptance.

8.4. Data Location

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 data. 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 proposal for any purpose other than fulfilling the service.

f. 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 subcontractors to access State data remotely only to provide technical support and as specified or required by the Contract.

8.5. SECURITY INCIDENT OR DATA BREACH NOTIFICATION

The Contractor shall inform the State of any security incident or Data Breach in accordance with NH RSA 359-C and the FBI's CJIS Security Policy.

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.

b. Security Incident Reporting Requirements: the Contractor shall report a security incident to the CJIS - ISO (Information Security Officer) in addition to the appropriate 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.

8.6. DATA BREACH RESPONSIBILITIES

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.

8.6.1 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.

8.6.2 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 (1) cooperate with the State as reasonably requested by the State to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and (3) 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.

8.6.3 Unless otherwise stipulated, if a data breach is a direct result of the Contractor's breach of its contract obligation or the Host to encrypt Personal Data in accordance with the CJIS requirements or otherwise prevent its release, the Contractor shall bear the costs associated with:

(1) the investigation and resolution of the data breach;

(2) notifications to individuals, regulators or others required by State law;

(3) a credit monitoring service required by State (or federal) law;

(4) a website or a toll-free number and call center for affected individuals required by State law NH RSA 359-C:19-C:20, all not to exceed one million dollars ($1,000,000.00 USD) per occurrence, and

(5) complete all corrective actions as reasonably determined by the Contractor and/or the Host based on root cause; all [(1) through (5)] subject to this Contract's limitation of liability 2.10 Notification of Legal Requests

8.7 Notifications of Legal Requests

Absent a court order or applicable law, the Contractor will not release any data provided by the State to a third party without the State's consent. The Contractor will provide data extracts to the State, however; will not turn said extracts over to any outside entity. The Contractor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the State's data under this contract, or which in any way might reasonably require access to the data of the State. The Contractor shall not respond to subpoenas, service of process and other legal requests related to the State without first notifying the State, unless prohibited by law from providing such notice.

8.8 Access to Security Logs and Reports

The Contractor shall provide reports to the State in a format as agreed to by both the Contractor and the State. Reports shall include latency statistics, user access, user access IP address, user access history and security logs for all State files related to this contract.

8.9 Data Center Audit

The Contractor shall perform an independent audit of its data centers at least annually at its expense, and provide a redacted version of the audit report upon request. The Contractor may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.

8.10 Security

At the State's discretion, the Contractor shall disclose its non-proprietary security processes and technical limitations to the State such that adequate protection and flexibility can be attained between the State and the Contractor. For example, virus checking and port sniffing — the State and the Contractor shall understand each other's roles and responsibilities.

8.11 Non-Disclosure and Separation of Duties

The Contractor shall enforce separation of job duties, require commercially reasonable non-disclosure agreements, and limit staff knowledge of State data to that which is absolutely necessary to perform job duties.

8.12 Import and Export of Data

The State shall have the ability to import or export data in piecemeal or in entirety at its discretion with the assistance of the Contractor if needed by the State. This includes the ability for the State to import or export data to/from other service providers with the coordination and cooperation of the Contractor.

(i) Intellectual property of the InfoShare™ Base Engine is contained within the database and all efforts must be made to protect said intellectual property from being accessed by parties unknown.

(ii) InforShare System tables that shall not be exported are listed in Attachment 3 to Exhibit A.

8.13 Right to Remove Individuals

The State shall have the right at any time to require that the Contractor remove from interaction with State any Contractor representative who the State believes is detrimental to its working relationship with the Contractor. The State shall provide the Contractor with notice of its determination, and the reasons it requests the removal. If the State signifies that a potential security violation exists with respect to the request, the Contractor shall immediately remove such individual. The Contractor shall not assign the person to any aspect of the contract or future work orders without the State's consent.

9. INTELLECTUAL PROPERTY

This Section 9: *Intellectual Property* shall survive the termination or conclusion of the Contract.

9.1 Software Title

Contractor Initials
Date 11/21/19

Title, right, and interest (including all ownership and intellectual property rights) in the Software, and its associated Documentation, shall remain with the Contractor.

Upon successful completion and/or termination of the Implementation of the Project, the Contractor shall own and hold all, title, and rights in any Software modifications developed in connection with performance of obligations under the Contract, or modifications to the Contractor-provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Contractor's special utilities.

The Contractor shall, at no additional charge, license back to the State the right to produce, publish, or otherwise use such software, source code, object code, modifications, reports, and Documentation developed under the Contract for use with the System in accordance with the Contract.

In no event shall the Contractor be precluded from developing for itself, or for others, materials that are competitive with, or similar to Custom Software, modifications developed in connection with performance of obligations under the Contract. In addition, the Contractor shall be free to use its general knowledge, skills, experience, and any other ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this agreement.

9.2 State's Data and Property

All rights, title and interest in State Data shall remain with the State. 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 termination of this Agreement for any reason. The Contractor shall not access State user accounts or State data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract, or (4) at the State's written request.

9.3 Contractor's Materials

Subject to the provisions of this Contract, the Contractor may develop for itself, or for others, materials that are competitive with, or similar to, the Deliverables. In accordance with the provision of this Contract, the Contractor shall not distribute any products containing or disclose any State Confidential Information. The Contractor shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this Contract, provided that such is not obtained as the result of the deliberate memorization of the State Confidential Information by the Contractor employees or third party consultants engaged by the Contractor.

Without limiting the foregoing, the parties agree that the general knowledge referred to herein cannot include information or records not subject to public disclosure under New Hampshire RSA Chapter 91-A, which includes but is not limited to the following: records of grand juries and petit juries; records of parole and pardon boards; personal school records of pupils; records pertaining to internal personnel practices, financial information, test questions, scoring keys and other examination data use to administer a licensing examination, examination for employment, or

Contractor Initials
Date 11/21/19

academic examination and personnel, medical, welfare, library use, video tape sale or rental, and other files containing personally identifiable information that is private in nature.

10. USE OF STATE'S INFORMATION, CONFIDENTIALITY

This Section 10, *Use of State's Information, Confidentiality* shall survive termination or conclusion of the Contract.

10.1 Use of State's Information

In performing its obligations under the Contract, the Contractor may gain access to information of the State, including State Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings (*see e.g. RSA Chapter 91-A: 5 *Exemptions).* The Contractor shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as directly connected to and necessary for the Contractor's performance under the Contract.

10.2 State Confidential Information

The Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information that becomes available to the Contractor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) 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; (iii) 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 (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State Confidential Information shall require the prior written approval of the State. The Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon the Contractor regarding the State Confidential Information, and the 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.

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

10.3 Contractor's Confidential Information

Insofar as the Contractor seeks to maintain the confidentiality of its confidential or proprietary information, the Contractor must clearly identify in writing all information it claims to be confidential or proprietary. Notwithstanding the foregoing, the State acknowledges that the Contractor considers the Software and Documentation to be Confidential Information. The 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. The State shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State and federal laws or regulations, including but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by the Contractor as confidential, the State shall notify the Contractor and specify the date the State will be releasing the requested information. At the request of the State, the Contractor shall cooperate and assist the State with the collection and review of the Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be the Contractor's sole responsibility and at the Contractor's sole expense. If the 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 the Contractor, without any liability to the Contractor.

11. ACCESS/COOPERATION

As applicable, and subject to the applicable laws and regulations, 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.

12. STATE-OWNED DOCUMENTS AND COPYRIGHT PRIVILEGES

The Contractor shall provide the State access to all State-owned documents, materials, reports, and other work in progress relating to this Contract. Upon expiration or termination of the Contract with the State, the Contractor shall turn over all State-owned documents, material, reports, and work in progress relating to the State at no additional cost to the State. Documents must be provided in both printed and electronic format.

13. TERMS AND DEFINITIONS

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

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter/ Letter of Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test Plan	The Acceptance Test Plan provided by the Contractor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.

Contractor Initials
Date 11/21/19

Agreement/Contract	This agreement between the State of New Hampshire and the Contractor, which represents the understanding and acceptance of the reciprocal legal rights and duties of the parties with respect to the Scope of Work
Appendix, Exhibits	Supplementary material that is collected and appended at the back of a document
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Authorized Persons	The Contractor's employees, contractors, subcontractors or other agents who need to access the State's Data to enable the Contractor to perform the services required.
Certification	The Contractor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Contractor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure *under the Contract*
Contract Managers	The persons identified by the State and the Contractor who shall be responsible for all contractual authorization and administration of the Contract.
Contract Price	The total, not to exceed amount to be paid by the State to the Contractor for product and services described in the Contract. This amount is listed in the General Provisions Section 1.8 (P-37).
Contractor	The Contractor's employees, subcontractors, agents and affiliates who are providing the services agreed to under the contract.
Conversion Test	A test to ensure that a Data conversion process correctly takes Data from a legacy system and successfully converts it to a form that can be used by the new System.
Cure Period	The thirty (30) day period following written notification of a default within which the Contractor must cure the default identified.
Custom Code	Code developed by the Contractor specifically for this project for the State of New Hampshire
Custom Software	Software developed by the Contractor specifically for this Project for the State of New Hampshire
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Contractor during the Contract Term
Data Breach	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

Contractor Initials
Date 11/21/19

	to sensitive or personally identifiable information (PII), whether physical or electronic, which leads to access by a non-authorized person/s or results in the unlawful use, unlawful disclosure or theft of the State's non-public data.
Day in the Life Testing	Day in the Life testing is a verification process performed in a copy of the production environment.
DBA	Database Administrator
Deficiencies/Defects	A failure, deficiency or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.
Deliverable	Any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Contractor to the State or under the terms of a Contract requirement.
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract
Encryption	Supports the transformation of data for security purposes
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders.
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Contractor's cost experience in performing the Contract.
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.
Governor and Executive Council	The New Hampshire Governor and Executive Council.
Host	An entity that controls the operation of the Hosted Environment
Hosted Environment	The dedicated servers, software and related infrastructure on which the System resides which is managed by the Host and provides the State access to and use of the System.
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.
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Key Project Staff	Personnel identified by the State and by the Contractor as essential to work on the Project.
Licensee	The State of New Hampshire

Contractor Initials _____
Date 11/21/19

Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Operational System	The System is operating 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 an Acceptance Letter.
Personal Data	Data that includes information relating to a person that identifies the person by name and has any of the following personally identifiable information (PII): government-issued identification numbers (e.g., Social Security, driver's license, passport); financial account information, including account number, credit or debit card numbers; or protected health information (PHI) relating to a person.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and Contractor personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality
Project Management Plan	A document that describes the processes and methodology to be employed by the Contractor to ensure a successful Project.
Project Managers	The persons identified who shall function as the State's and the Contractor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Contractor on the Project
Proposal	The submission from a Contractor in response to the Request for a Proposal or Statement of Work
Protected Health Information (PHI)	Individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv) and employment records held by a covered entity in its role as employer.
Resolve	Means (i) when the defect causing an incident or problem is repaired, and the defective component, if applicable, is returned to normal service and approved by the State or (ii) when the State

Contractor Initials _____
Date 1/17/19

	approved backup component is placed into service so that functionality is restored to the affected Services, or (iii) when the State approved work-around is implemented which downgrades the Severity Level of the Problem.
Review	The process of reviewing Deliverables for Acceptance
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
Security Incident	The potentially unauthorized access by non-authorized persons to State data or non-public data that could reasonably result in negative impact to the Confidentiality, integrity or availability of the State's data or within the possession or control of the Contractor. A security incident may or may not turn into a data breach.
Service Level Agreement (SLA)	A signed agreement between both the State and the Contractor that is subject to the terms and conditions in this document that unless otherwise agreed to includes (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) security responsibilities and notice requirements, (5) how disputes are discovered and addressed, and (6) any remedies for performance failures.
Service	The work or labor to be performed by the Contractor on the Project as described in the 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.
Software Deliverables	Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Contract Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor in response to the RFP.
Specifications	The written provisions that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent

Contractor Initials _____
Date 11/21/19

	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.
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Contractor. The Contract Agreement SOW defines the results that the Contractor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A.
State Data	For SaaS applications means 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 which runs from July 1 through June 30 of the following calendar year.
State Identified Contact	The person or persons designated in writing by the State to receive security incident or breach notification.
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
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, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined.
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through termination.
Transition Services	Services and support provided when Contractor is supporting System changes.
UAT	User Acceptance Test.
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.

Contractor Initials
Date 11/21/19

User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. Contractor creates/develops test cases (subject to the States' approval) to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/ Contracted Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
Walk Through	A step-by-step review of a Specification, usability features or design before it is handed off to the technical team for development
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Contractor either in paper or electronic format.

Contractor Initials
Date 1/6/19

EXHIBIT A-1
WORK PLAN

Contractor Initials _____
Date _____

1. WORK PLAN DELIVERABLE

In conjunction with the Contractor's Project Management methodology, the Contractor's Project Manager and the State Project Manager shall finalize the Work Plan for Implementation within forty five (45) days of the Effective Date, as defined in *General Terms and Condition Form, P-37, paragraph 3*, and further refine the tasks required to implement the Project. The Work Plan shall include at a minimum, without limitation, a detailed description of the Schedule, tasks, other Deliverables, major milestones, task dependencies, and payment schedule. The Work Plan shall also address intra-task dependencies, resource allocations (both State and Contractor's team members), refine the Project's scope, and establish the Project's Schedule. The Contractor shall provide the State with the Deliverables and Services in accordance with the timeframes set forth in the Work Plan.

2. UPDATES TO WORK PLAN

The Contractor shall update the Work Plan as necessary, but no less than every two (2) weeks, to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. Any such updates to the Work Plan must be approved by the State, in writing, prior to final incorporation into the Work Plan.

Unless otherwise agreed in writing by the State, changes to the Work Plan shall not relieve the Contractor from liability to the State for damages resulting from the Contractor's failure to perform its obligations under the Contract, including, without limitation, performance in accordance with the Schedule.

In the event of any delay in the Schedule to include excusable delays and/or force majeure, the State and/or the Contractor must notify the other in writing, identifying the nature of the delay, i.e., specific actions or inactions of the Contractor or the State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event additional time is required by the Contractor or the State to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding the foregoing, the State shall have the option to terminate the Contract for default as set forth in *General Terms and Condition Form, P-37, paragraphs 8* and Exhibit C.

3. CONVERSIONS

3.1 The Contractor shall provide full Data conversion services which include, but not limited to performing data mapping and development of Data conversion scripts and procedures for all legacy System Data.

Contractor Initials
Date 11/21/19

The Contractor shall assist the State in any Data clean up required as determined by the State.

The Contractor shall run test Data conversions and present results to the State for review.

The State shall provide the Contractor with access to or copies of the legacy data for conversion analysis and testing. The Contractor will not convert system transaction logs from the incumbent systems to the InfoShare™ application(s).

The Contractor is not responsible for delays to acquire the data extracts from any third party company(s) that the State currently contracts with and/or delays the State may encounter extracting data from their applications to be converted into the InfoShare™ application(s).

3.2 The following Table 3.2.1 and Table 3.2.2 identifies the conversions within the scope of this Contract.

Table 3.2.1: Planned Go Live Conversions

The system conversions listed below in Table 3.2.1 will be completed by the vendor prior to Go-live date.

Conversion	Components, If applicable	Description
Valor CAD	Call history	Conversion of all call history records, person, vehicle and location records.
Valor RMS	All RMS case history, records and master records.	Conversion of all current RMS case records, events, reports, arrest records, dispositions and master files for Vehicles, Persons, Property and Locations.

Table 3.2.2: Planned Post Go Live Conversions

Conversions for the systems listed below in Table 3.2.2 will take place post Go-Live date.

With assistance from the State, the Contractor agrees to provide partial data conversion sight unseen for these additional databases with full data conversion when possible. The partial data conversion will convert only the fields needed to support the Person and Event data from the legacy systems to the InfoShare™ System.

An initial copy of the data will be provided at the time of the Project inception. This will be used to map the data fields. A second and FINAL copy of the current system will be provided for the FINAL data conversion process.

Data will be converted to corresponding fields within the InfoShare™ System; in the event that there is any data that does not correspond to fields in the newer version of

Contractor Initials
Date 1/21/19

InfoShare System; any superfluous data will be converted into notes. Also if there is functionality and/or data fields contained in these incumbent systems that does not have corresponding fields or functionality in the InfoShare™ System, the Contractor may, at the State's discretion, utilize Programmer Services hours, described in Exhibit A-4, Provision 2.14, and/or provide an alternate solution to include acquisition of another module.

Transaction logs will not be converted to the InfoShare™ System.

Conversion	Components, If applicable	Description
e-Ticket	History of tickets issues by State Police	
CRMS	Full history of crash records	Access application and database that tracks history of all crash records and reports.
K-9 Unit Application	All Existing K-9 tracing records	Conversion from multiple Access databases of existing K-9 deployment, training and activity records.
Major Crime / SIUCase Log	Case records	Access application with Oracle database that tracks case records for Major Crime and SIU Units.
Memex Intelligence System	Records, reports and attachments, bulletins, tracking records	Conversion of all current Memex records and reports
PLID - Permits and Licensing	Permits and Licenses Issued	Access application and database that tracks various licensing (security guards, etc) and license fees paid. Daily monetary transaction reporting to Business Office through FAU link
Marine Patrol Ticketing	Marine Patrol ticketing history	Access application and database that tracks tickets issued by Marine Patrol including dispositions.
SP Details	History of State Police Details worked	Access application with SQL database that keeps track of details (like Highway Construction watches) for troopers along with the payment for doing these details.
State Police Policies	Convert current State Police Policies	Current Policies and records of policy review and testing from Moodle.
State Police Employ	State Police Employment records	Access application with SQL database that tracks State Police Personnel records.
State Police Training	State Police Training Records	Access application and database that tracks Training records.

Contractor Initials
Date 1/22/19

3.2 Conversion Testing Responsibilities

The Contractor Team and the State, based on their assigned conversion responsibilities, as set forth in this Exhibit A-3: *Acceptance and Testing Services* shall identify applicable test scripts and installation instructions, adapt them to the Project specifics, test the business process, and compare with the documented expected results.

The Contractor Team and the State, based on their assigned conversion responsibilities, shall execute the applicable test scripts that complete the conversion and compare execution results with the documented expected results.

The State is responsible for documenting the technical Specifications of all programs that extract and format Data from the legacy systems for use by the conversion processes.

The Contractor Team and the State, based on their assigned conversion responsibilities, shall develop and unit test their assigned conversions.

The State and the Contractor Teams shall jointly conduct System and Integration Testing, verifying and validating the accuracy and completeness of the conversions.

The State and the Contractor Teams shall jointly verify and validate the accuracy and completeness of the conversions for Acceptance Testing and production.

4. INTERFACES

The Contractor shall implement Interfaces as set in Table 4.1 below.

Table 4.1: In-Scope Interfaces

Interface	Description
State Police Online Telecommunications System (SPOTS).	Query requests and results returns to the FBI's National Crime Information Center (NCIC), non-profit National Law Enforcement Telecommunication System (NLETS), the New Hampshire Judicial Branch (NHJB), Department of Safety's Criminal History Records (CHR) and Sex Offender Registry (SOR), and the New Hampshire Division of Motor Vehicles (DMV) Driver (VISION) and Registration Records (MAAP). Most queries are directed through hardware and software designed and managed by CPI (Computer Projects of Illinois).
Uniform Charge Table (UCT).	NH State Attorney General's Office published table of uniform charges that Law Enforcement can bring against Defendants based on the Statutes written into law by the Legislature.
Valor CAD – E911 Component	Valor CAD used by the Bureau of Emergency Communications (E911). Events created by E911 will be transferred to the contractor's system using a subset of the Automatic Location Identification (ALI)

Contractor Initials
Date 4/22/19

Interface	Description
State Police Electronic Ticketing Server (ETS)	Manages the flow of State Police ticketing information to J1 Switch (CPI), Vision (DMV) and Odyssey (Courts).
Beyond 2020	NIBRS repository Crime Insight Version 2.5.2.2. Beyond 2020 is currently developing an XML Web Service for interfaces.
Coding Accuracy Support System (CASS)	Used for Address verification
AFIS (Automated Fingerprint Identifications Systems)	Bidirectional, interface with AFIS LiveScan machines.
E911 GIS custom map layer data	Import of custom NH map layer data
Justice Tracks	Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend.
Bomb Arson Tracking System (BATS).	Web-Services interface to exchange event data with RMS systems.
LeadsOnline	API that takes certain person identifier(s) and returns true/false if there a matching record.
Federal Motor Carrier Systems including FMCSA Portal, Query Central, SAFER, INSPECT, ASPEN, A&I, CSA, CDLIS, ISS and PIQ.	Federal motor carrier systems that track and report motor carrier safety information including registration, inspection and licensing information.
IRP (Explore)	Tracks for apportioned plate registration information.
DOT ProMiles	Oversized/Overweight Permits (Cloud hosted solution)
Prosecutor by Karpel.	Case management system used by county prosecutors.
WEBEOC	State of New Hampshire HSEM Emergency Management Platform.
NH Alerts	Alerts and mapping solution to import road closures and detours.
Overhaul - tracks NH Oversize Load permits, etc. for DMV and Troop G	Tracks NH Oversize Load permits, etc. for DMV and Troop G
MEMEX Patriarch.	Intelligence System interface to identify if a person is in the Memex database
CrimeNtel	To access and share intelligence information.
Federal Traffic Incident Management System (TIMS	For statistical reporting of crash data.
IA Pro	Interface to send basic event information (people, vehicles, etc.) to IA Pro to reduce redundant entry.
Kalkomey (Boater education system)	Interface to Boater Education system to validate Boat Ed Certificates.
BARD (Boating Accident Reporting Database)	Interface to file reports on boat accidents to Coast Guard.
Body/Dash Cam Video Systems and Storage Repository	Interface with video system (TBD) to link cases with dash and body camera video.

Contractor Initials VM
Date 11/21/19

Interface	Description
IMC's CAD	Interface to transfer calls and share call data for reporting purposes.
ImageTrend Fire and EMS RMS	Interface to share case information.

4.2 Interface Responsibilities

- The Contractor is responsible for the design of all required interfaces. The State shall work collaboratively with the Contractor to develop interface control documents (ICDs) to define all required interfaces. To the greatest extent possible, the designs will use existing Application Program Interface (APIs) from the distant end system.
- The State shall coordinate the schedule for testing when the distant end of the interface is operated by a third party.
- The Contractor shall lead the mapping of legacy Data to the Contractor Application with assistance from the State.
- The Contractor shall document the functional and technical Specifications for the interfaces.
- For interfaces with other Vendor or Government systems the Contractor shall develop the interface to conform with the other Vendor or Government systems requirements.
- The Contractor shall lead the review of functional and technical interface Specifications.
- The State shall assist the Contractor with the resolution of problems and issues associated with the development and Implementation of the interfaces.
- The Contractor shall create the initial Test Plan and related scripts to Unit Test the interface. The State shall validate and accept the Test Plan.
- The Contractor shall develop and Unit Test the interface.
- The State and the Contractor Team shall jointly verify and validate the accuracy and completeness of the interface.
- The State and the Contractor shall collaboratively develop and test all legacy application changes needed to accommodate the interface.
- The State is responsible for all data extracts and related formatting needed from legacy systems to support the interfaces.
- To the extent permitted by law, the State will cooperate and assist the Contractor with completing and submitting any applications and/or documents of justification that are required by the third party vendors and/or government entities.

5. APPLICATION MODIFICATION

The Contractor Team shall implement the following application modifications:

Table 5.1: Modifications – Contractor Developed

Requirement	Enhancement Description
NIBRS Functionality	System identifies a NIBRS event and enforces NIBRS mandatory fields and supports monthly NIBRS reporting to Beyond 2020.
Fully Functional Text Editing	Text editing in block text input fields and narratives including spelling, changing fonts, bold, italic, bullets and numbering.
Mobile Offline Capability	InfoShare™ RMS will have a thin client to support completion of work when connection is lost and re-sync when connection is re-established.
One Button Car Stop	Provide a single button for trooper to push to notify dispatch that trooper has initiated a car stop and provide dispatch trooper GPS location.

Contractor Initials VN
Date 11/21/19

6. PRELIMINARY WORK PLAN

The following Table 6.1 provides the preliminary agreed upon Work Plan for the Contract.

Table 6.1: Preliminary Project Plan

Milestone?	Step	Priority	Milestone/Task/Checked Items	Duration	Estimated Start	Estimated Finish	Status	CSI Resource Type	Note
Y	1		Network Team Deployment Survey & Follow-ups to Initiate Production Site	12	12/2/2019	12/13/2019	NEW	PM	
	1.1	H	On Site - Kickoff Meeting at NHSP Office	3	12/2/2019	12/4/2019	NEW	PM	
	1.2	H	Project management plan, communications and change management plan	12	12/2/2019	12/13/2019	NEW	PM	
	1.3	H	CAD&RMS Production site initialization - Network Team (pararell with site survey, AWS can be adjusted later)	12	12/2/2019	12/13/2019	NEW	MIS Eng1	
	1.4	M	CAD&RMS Production site configuration - RMS Team	12	12/2/2019	12/13/2019	NEW	MIS Eng1	
	1.5	M	CAD&RMS Production site configuration - CAD Team	12	12/2/2019	12/13/2019	NEW	MIS Eng1	
Y	2		Customer Survey & Gap Analysis Presentation Review	90	12/16/2019	3/13/2020	NEW	PM	
	2.1	M	Site Survey	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.1	M	Server side hardware, e.g.: AWS server configurations and/or High Availability options, can be adjusted later, WO# TBD)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.2	M	Server side hardware, e.g.: MQ server, 911 feeds)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.3	M	Server side software, e.g.: Windows and SQL version; sql2014/2016/2017 are suggested)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.4	M	Client side hardware like Operation center's hardware, how many do they have to purchase? WO# TBD)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.5	M	Client side hardware like MDT, how many do they have now, and how many need to? WO# TBD)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.6	M	Network diagram (e.g.: NCIC query goes through CJIS router in NJ, so what will it be in NH? WO# TBD)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.7	M	Domain and VPN Information	90	12/16/2019	3/13/2020	NEW	MIS Eng1	

Contractor Initials MC
Date 11/27/19

	2.1.8	M	AVL modem (depends on what MDT they buy)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.9	M	MQ server & MQ certification with NHSP, WO# TBD	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.10	M	NCIC and ORI number list for each device (advise them to request new consecutive number will be better)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.11	M	Interfaces to other website/system (e.g.: Prosecutor office, live scan, dashboard, ..etc)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.1.12	M	Summarize and upload site survey results with MIS team approval	90	12/16/2019	3/13/2020	NEW	MIS Eng1	Upload related results
	2.2	M	Hardware purchasing and follow-up (HW needs to be ready at least 4 weeks prior to go live, WO# TBD)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.2.1	M	Action items to be created on InfoTracker for Network team, WO# TBD	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.2.2	M	e.g.: SQL 2014/2016, 8 Center desktop and monitors, 30-50 MDT, Domain name and VPN, MQ)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.2.3	M	Other site survey follow-ups and production enviomment checking	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.2.4	M	Review meeting for deployment preparations and site survey follow-ups	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.2.5	M	CAD&RMS Production site environment review and double check - Network Team	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.3	H	Collect client live data and do data analysis	90	12/16/2019	3/13/2020	NEW	DTS Lead	
	2.3.1	M	Collect their existing production site data, and gather their map data	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.3.2	M	Collect other data if need.	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	2.3.3	H	Analyze NHSP's cross street, intersection information	90	12/16/2019	3/13/2020	NEW	DTS Lead	
	2.3.4	H	Analyze NHSP's case location data	90	12/16/2019	3/13/2020	NEW	DTS Lead	
	2.3.5	H	Analyze NHSP's old data and application, find out if there is any exception will hinder our product delivery	90	12/16/2019	3/13/2020	NEW	DTS Lead	
	2.3.6	H	Analyze NHSP's case data (PM/AM will providie examples for DTS team to dive into it)	90	12/16/2019	3/13/2020	NEW	DTS Lead	
	2.4	M	Assign SOW/RFP to all engineering team members and summarize all feedbacks/questions (feedback is a must from all engineering team lead)	90	12/16/2019	3/13/2020	NEW	PM	
	2.4.1	M	DTS Team - WO# TBD	90	12/16/2019	3/13/2020	NEW	PM	
	2.4.2	M	RMS Team - WO# TBD	90	12/16/2019	3/13/2020	NEW	PM	

Contractor Initials VW
Date 11/21/19

	2.4.3	M	CAD Team - WO# TBD	90	12/16/2019	3/13/2020	NEW	PM	
	2.4.4	M	Network Team - WO# TBD	90	12/16/2019	3/13/2020	NEW	PM	
	2.4.5	M	Testing Team - WO# TBD	90	12/16/2019	3/13/2020	NEW	PM	
	2.4.6	M	SOW Presentation to all engineering teams and AMs	90	12/16/2019	3/13/2020	NEW	AM Lead	
	2.5	H	Gather and summarize detail interface information for engineering teams	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.1	H	NHSP - Valor CAD (CAD - E911)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.2	H	NHSP - State Police Electronic Ticketing Application (CAD - accept and generate CFS from this state application)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.3	H	NHSP - UCT (NH State Attorney Uniform Charge Table) (CAD&RMS - Charge code and Statute list, for example: eTicket and NBIRS features need this)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.4	H	NHSP - CASS (CAD&RMS - Coding Accuracy Support System for address verification)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.5	H	NHSP - ETS (State Police Electronic Ticketing Server) (RMS - query this data when fill out a criminal complaint)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.6	H	NH State System - SPOTS (State Police Online Telecommunications System) (CAD - NCIC/NLETS/NHJB/DMV records)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.7	H	NH State System - CRMS (State Police Crash Records Management System) (RMS - Crash report)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.8	H	NH State System - Justice Tracks (Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.9	H	NH State System - AFIS Live Scan (Bidirectional, interface with AFIS (Automated Fingerprint Identifications Systems) LiveScan Machines.)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.10	H	NH State System - NH Alerts & Mapping (NH Alerts and mapping solution to import road closures and detours)	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.11	H	Federal System - Beyond 2020 NIBRS repository Crime Insight Version	90	12/16/2019	3/13/2020	NEW	AM	
	2.5.12	H	Other requirement - The system supports import of GIS data and metadata from a data repository to support mapping of events.	90	12/16/2019	3/13/2020	NEW	AM	
Y	3		Internal Site Creation with Data Collection	90	12/16/2019	3/13/2020	NEW	AM	
	3.1	H	PM/MIS request their production db	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	3.2	M	Backup live site database and initiate internal staging site	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	3.2.1	M	MIS team initiate internal sites (CAD&RMS, US development site, US testing site, US training site, US data review site), make sure all teams have the latest information	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	3.2.2	M	MIS team initiate and further configure cloud sites (CAD&RMS, AWS staging site, AWS production site)	90	12/16/2019	3/13/2020	NEW	MIS Eng1	

Contractor Initials
Date 11/21/19

	3.2.3	M	MIS team restore producton site DB for internal analysis	90	12/16/2019	3/13/2020	NEW	MIS Eng1	
	3.2.4	M	RMS team configure development site and internal sites (e.g.: auto updates, interfaces)	90	12/16/2019	3/13/2020	NEW	RMS Lead	
	3.2.5	M	CAD team configure development site and internal sites (e.g.: interfaces)	90	12/16/2019	3/13/2020	NEW	CAD Lead	
	3.3	M	AM collects CAD&RMS support data (only if client's production db is not sufficient for us)	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.1		Staff List	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.2		Staff Group (CallTaker, Dispatcher, Supervisor, Officer, etc)	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.3		Agency List [asp_org, cad_jurisdiction]	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.4		PD CFS Type List	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.5		PD Fleet	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.6		PD Zone	90	12/16/2019	3/13/2020	NEW	AM	
	3.3.7		Master Location, Common Place Names, Cross Steet, Business Entity, Intersection	90	12/16/2019	3/13/2020	NEW	AM	
	3.4	M	RMS team do follow-up configurations	90	12/16/2019	3/13/2020	NEW	RMS Lead	
	3.5	M	CAD team do follow-up configurations	90	12/16/2019	3/13/2020	NEW	CAD Lead	
Y	4		DTS Team Analysis and Conversion	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1	M	Data analysis and conversions scope	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.1	M	Staff, Master Names	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.2	M	Case location	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.3	M	Service to integrate with Map data	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.4	M	Fleet Management module (RMS3.0 default module)	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.5	M	Permit & License Management module (RMS3.0 default module)	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.6	M	Other data analysis and conversion	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.7	M	Evidence Module	180	12/9/2019	6/5/2020	NEW	DTS Lead	

Contractor Initials YM
Date 11/21/19

	4.1.8	M	Personnel Module	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.1.9	M	Warrants Module	180	12/9/2019	6/5/2020	NEW	DTS Lead	
	4.2	H	Table grouping	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.3	H	Field match	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.4	M	Support file match	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.4.1	M	Sublookup match	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.4.2	M	Lookup match	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.5	M	Support file exception report	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6	H	DTS script preparation	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.1	H	Staff	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.2	H	Case	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.3	H	Person	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.4	M	Location	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.5	M	Charge	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.6	M	Property / Vehicle	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.7	M	Note	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.8	M	Image / Document	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.9	H	Step All	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.6.10	H	Integration	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.7	M	Upload InfoDocs	180	12/9/2019	6/5/2020	NEW	DTS Eng	
	4.8	H	TBD - Interfaces	180	12/9/2019	6/5/2020	NEW	DTS Eng2	

Contractor Initials
Date 11/21/19

	4.9	M	TBD - Exam interfaces data	180	12/9/2019	6/5/2020	NEW	DTS Eng2	
	4.9.1	M	Check if there is any data missing (e.g.:location_type, municipality, st.#, street, city, state, zip,...etc)	180	12/9/2019	6/5/2020	NEW	DTS Eng2	
	4.9.2	M	Check what should be supplemented from NHSP and other vendors	180	12/9/2019	6/5/2020	NEW	DTS Eng2	
	4.9.3	M	Interface changes and scope modification	180	12/9/2019	6/5/2020	NEW	DTS Eng2	
Y	5		RMS Team Analysis and Development	180	12/9/2019	6/5/2020	NEW	RMS Lead	
	5.1	H	RMS team analyze NHSP demo requirements again and import previous demo application with auto-update to the internal server	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2	M	RMS team import/DTS support data to the staging site, contact with AM/PM if anything missing	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2.1		Staff List	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2.2		Staff Group (CallTaker, Dispatcher, Supervisor, Officer, etc)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2.3		Agency List [asp_org, cad_jurisdiction]	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2.4		PD Fleet	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.2.5		PD CFS Type List	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.3	H	Engine Team implements RMS Lite	180	12/9/2019	6/5/2020	NEW	ENG Eng	
	5.4	H	RMS team do follow-up developments	180	12/9/2019	6/5/2020	NEW	RMS Lead	
	5.5	L	RMS team do Personnel Module DTS to the staging site if this is included in the scope	180	12/9/2019	6/5/2020	DONE	RMS Eng	
	5.6	L	RMS team revise scripts for golive preparations	180	12/9/2019	6/5/2020	NEW	RMS Lead	
	5.7	H	RMS team do Interfaces implementation and integration	180	12/9/2019	6/5/2020	NEW	RMS Lead	
	5.7.1	H	NHSP - UCT (NH State Attorney Uniform Charge Table) (CAD&RMS - Charge code and Statute list, for example: eTicket and NBIRS features need this)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.7.2	H	NHSP - CASS (CAD&RMS - Coding Accuracy Support System for address verification)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.7.3	H	NHSP - ETS (State Police Electronic Ticketing Server) (RMS - query this data when fill out a criminal complaint)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.7.4	H	NH State System - Justice Tracks (Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	

Contractor Initials
Date 11/21/19

	5.7.5	H	NH State System - AFIS Live Scan (Bidirectional, Interface with AFIS (Automated Fingerprint Identifications Systems) LiveScan Machines.)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.7.6	H	NH State System - NH Alerts & Mapping (NH Alerts and mapping solution to import road closures and detours)	180	12/9/2019	6/5/2020	NEW	RMS Eng1	
	5.7.7	H	Federal System - Beyond 2020 NIBRS repository Crime Insight Version	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.7.8	H	Other requirement - The system supports import of GIS data and metadata from a data repository to support mapping of events.	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.7.9	H	Other interfaces in phase one	180	12/9/2019	6/5/2020	NEW	RMS Lead	
	5.8	M	NIBRS development and testing	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.9	M	Production site installation, configuration and testing	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.9.1	M	Run RMS check list	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.9.2	M	Make sure CAD RMS interfaces are working	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
	5.9.3	M	Others	180	12/9/2019	6/5/2020	NEW	RMS Eng2	
Y	6		CAD Team Analysis and Development	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.1	H	CAD team analyze NHSP demo requirements again and import previous demo application with auto-update to the internal server	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2	M	CAD team import/DTS support data to the staging site, contact with AM/PM if anything missing	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.1	M	Staff List	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.2	M	Staff Group (CallTaker, Dispatcher, Supervisor, Officer, etc)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.3	M	Agency List [asp_org, cad_jurisdiction]	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.4	M	PD CFS Type List	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.5	M	PD fleets	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.2.6	M	PD zones	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.3	H	CAD team do follow-up developments	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.3.1	H	eTicket new development for NHSP version (charge codes, ticket layout,...etc) (software development process and requirement confirmation)	180	12/9/2019	6/5/2020	NEW	CAD Lead	

Contractor Initials UW
Date 11/21/19

	6.3.2	H	Mapping (interface to their map, or master location data source, Barry TBD)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.3.3	H	Others TBD	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4	H	CAD team do Interfaces implementation and integration	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.1	H	NHSP - Valor CAD (CAD - E911)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.2	H	NHSP - State Police Electronic Ticketing Application (CAD - accept and generate CFS from this state application)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.3	H	NHSP - UCT (NH State Attorney Uniform Charge Table) (CAD&RMS - Charge code and Statute list, for example: eTicket and NBIRS features need this)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.4	H	NHSP - CASS (CAD&RMS - Coding Accuracy Support System for address verification) (Optional & Customization items to be removed)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.5	H	NH State System - SPOTS (State Police Online Telecommunications System) (CAD - NCIC/NLETS/NHJB/DMV records)	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.4.6	H	Other interfaces in phase one	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.5	M	Production site installation, configuration and testing	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.5.1	M	CAD AVL Installation/Configuration	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.5.2	M	CAD SPOTS Web Service	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.5.3	M	Make sure CAD RMS interfaces are working	180	12/9/2019	6/5/2020	NEW	CAD Lead	
	6.5.4	M	Others	180	12/9/2019	6/5/2020	NEW	CAD Lead	
Y	7		Testing Team Validation and Documentation	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.1	M	Testing planning, deliver Testing Plan	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2	L	System integration testing (SIT) - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2.1	L	SIT testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.2.3	L	SIT testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.2.4	L	SIT defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.2.5	M	SIT defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	

Contractor Initials VM
Date 11/21/19

	7.2.5	M	SIT defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.2.6	L	SIT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2.7	L	SIT Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2.8	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	
	7.3	L	Security Testing - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.3.1	L	Security testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.3.2	M	Security testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.3.3	L	Security defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.3.4	L	Security defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	
	7.2.6	L	Security defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.2.6	L	Security regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2.7	L	Security Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.2.8	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	
	7.4	L	User Acceptance Testing (UAT) - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.4.1	L	UAT testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.4.2	M	UAT testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.4.3	L	UAT defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.4.4	L	UAT defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	
	7.4.5	M	UAT defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.4.6	L	UAT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.4.7	L	UAT Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.4.8	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	

Contractor Initials
Date 11/21/19

	7.5	L	Performance & Stress Testing (PST) - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.5.1	L	PST testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.5.2	M	PST testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.5.3	L	PST defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.5.4	L	PST defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	
	7.5.5	M	PST defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.5.6	L	PST regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.5.7	M	PST Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.5.8	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	
	7.6	L	Day in the Life Testing (DILT) - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.6.1	L	DILT testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.6.2	M	DILT testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.6.3	L	DILT defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.6.4	L	DILT defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	
	7.6.5	M	DILT defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.6.6	L	DILT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.6.7	L	DILT Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.6.1	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	
	7.7	L	In-Bound & Out-Bound Interface Testing (IBOBT)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.1	L	IBOBT testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.7.2	M	IBOBT testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.7.3	L	IBOBT defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	

Contractor Initials
Date 11/21/19

	7.7.4	L	IBOBT defect fixes - NHSP - Valor CAD (CAD - E911)	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.7.5	M	IBOBT defect fixes - NHSP - State Police Electronic Ticketing Application (CAD - accept and generate CFS from this state application)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.6	L	IBOBT defect fixes - NHSP - UCT (NH State Attorney Uniform Charge Table) (CAD&RMS - Charge code and Statute list, for example: eTicket and NBIRS features need this)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.7	M	IBOBT defect fixes - NHSP - CASS (CAD&RMS - Coding Accuracy Support System for address verification)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.8	L	IBOBT defect fixes - NHSP - ETS (State Police Electronic Ticketing Server) (RMS - query this data when fill out a criminal complaint)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.9	L	IBOBT defect fixes - NH State System - SPOTS (State Police Online Telecommunications System) (CAD - NCIC/NLETS/NHJB/DMV records)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.10	M	IBOBT defect fixes - NH State System - CRMS (State Police Crash Records Management System) (RMS - Crash report)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.11	M	IBOBT defect fixes - NH State System - Justice Tracks (Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.12	M	IBOBT defect fixes - NH State System - AFIS Live Scan (Bidirectional, interface with AFIS (Automated Fingerprint Identifications Systems) LiveScan Machines.)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.13	M	IBOBT defect fixes - NH State System - NH Alerts & Mapping (NH Alerts and mapping solution to import road closures and detours)	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.14	M	IBOBT defect fixes - Federal System - Beyond 2020 NIBRS repository Crime Insight Version	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.15	M	IBOBT defect fixes - Other requirement - The system supports import of GIS data and metadata from a data repository to support mapping of events.	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.16	M	IBOBT defect fixes - Other interfaces in phase one TBD	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.17	L	IBOBT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.18	L	IBOBT Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.7.19	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.8	L	Conversion/Migration Validation Testing (CMVT) - CAD&RMS	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.8.1	L	CMVT testing cases & testing data preparations	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.8.2	M	CMVT testing cases execution	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.8.3	L	CMVT defect logging for development team's analysis	180	3/16/2020	9/11/2020	NEW	Testing Eng1	
	7.8.4	L	CMVT defect fixes - CAD	180	3/16/2020	9/11/2020	NEW	CAD Lead	

Contractor Initials
Date 11/21/19

	7.8.5	M	CMVT defect fixes - RMS	180	3/16/2020	9/11/2020	NEW	RMS Lead	
	7.8.6	L	CMVT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.8.7	L	CMVT Summary Report	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.8.8	L	PM/AM Review report and only provide it to NHSP after having approval	180	3/16/2020	9/11/2020	NEW	PM	
	7.9	L	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.10	L	CAD team fixes issues and questions	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.11	L	RMS team fixes issues and questions	180	3/16/2020	9/11/2020	NEW	Testing Lead	
	7.12	L	Testing team does regression testings	180	3/16/2020	9/11/2020	NEW	Testing Lead	
Y	8		DTS Data Review and Revision	21	9/1/2020	9/21/2020	NEW	AM	
	8.1	L	Review DTS data-reviewing site	21	9/1/2020	9/21/2020	NEW	PM	
	8.1.1	L	CAD Team validate the DTS data-review site is well prepared	21	9/1/2020	9/21/2020	NEW	CAD Lead	
	8.1.2	L	RMS Team validate the DTS data-review site is well prepared	21	9/1/2020	9/21/2020	NEW	RMS Lead	
	8.1.3	L	DTS Team validate the DTS data-review site is well prepared	21	9/1/2020	9/21/2020	NEW	DTS Lead	
	8.1.4	L	Testing Team review the DTS data-reviewin site is well prepared	21	9/1/2020	9/21/2020	NEW	Testing Lead	
	8.2	M	AM reviews DTS data with clients	21	9/1/2020	9/21/2020	NEW	AM	
	8.3	L	AM reports question/issue found from data review	21	9/1/2020	9/21/2020	NEW	AM	
	8.4	L	DTS team revise data, cooperate with CAD/RMS team when need.	21	9/1/2020	9/21/2020	NEW	DTS Lead	
Y	9		User Training & Train of Trainers	26	9/21/2020	10/16/2020	NEW	AM	
	9.1	M	AM & PM review staging site & check if support data is missing	26	9/21/2020	10/16/2020	NEW	PM	
	9.2	M	AM schedules user (trainers) training with client	26	9/21/2020	10/16/2020	NEW	AM	
	9.2.1	M	CAD training at CSI/client site (key point includes different patrol types)	26	9/21/2020	10/16/2020	NEW	AM	
	9.2.2	M	RMS training at CSI/client site	26	9/21/2020	10/16/2020	NEW	AM	

Contractor Initials
Date 11/21/19

	9.2.3	M	Personnel training at CSI/client site	26	9/21/2020	10/16/2020	NEW	AM	
	9.2.4	M	Client admin training and discuss Policy of Agency	26	9/21/2020	10/16/2020	NEW	AM	
	9.3	M	Training Sections	26	9/21/2020	10/16/2020	NEW	AM	
Y	10		Go-Live Process	12	10/19/2020	10/30/2020	NEW	PM	
	10.1	M	Prepare Plan and Timetable for Go Live and meeting	12	10/19/2020	10/30/2020	NEW	PM	
	10.2	M	Go-Live Process	12	10/19/2020	10/30/2020	NEW	AM	
	10.2.1	M	CSI AM on-site support	12	10/19/2020	10/30/2020	NEW	AM	
	10.2.2	M	CSI AM Personnel on-site support if this is included in the scope	12	10/19/2020	10/30/2020	NEW	AM (Personnel)	
	10.2.3	M	CSI CAD Engineer Remote support	12	10/19/2020	10/30/2020	NEW	CAD Eng	
	10.2.4	M	CSI RMS Engineer Remote support (may run dts scripts to keep data integrity)	12	10/19/2020	10/30/2020	NEW	RMS Eng	
	10.2.5	M	CSI DTS Engineer Remote support (may run dts scripts to keep data integrity)	12	10/19/2020	10/30/2020	NEW	DTS Eng	
	10.3	M	Review client site application and golive status report	12	10/19/2020	10/30/2020	NEW	PM	
	10.4	M	Data conversion go-live	12	10/19/2020	10/30/2020	NEW	DTS Lead	

Table 6.2. Interface Phase II

Milestone?	Step	Priority	Milestone/Task/Checked Items	Estimated Start	Estimated Finish	Status	CSI Resource Type
Y	1		Interface Phase II, Customer Survey & Gap Analysis Presentation Review	11/16/2020	3/19/2021	NEW	PM
	1.1	H	Gather(and summarize) detail interface information for engineering team's doing integration	11/16/2020	3/19/2021	NEW	AM1
	1.1.1	H	NH State System - ICS with WEBEOC (ICS compliant interface with WEBEOC (HSEM Emergency Management Platform).	11/16/2020	3/19/2021	NEW	AM1
	1.1.2	H	NH State System - Overhaul (Overhaul - tracks NH Oversize Load permits, etc. for DMV and Troop G)	11/16/2020	3/19/2021	NEW	AM1
	1.1.3	H	NH State System - Karpel (Karpel - Prosecutor by Karpel - supports NIEM conforming web services interface)	11/16/2020	3/19/2021	NEW	AM1
	1.1.4	H	Federal System - BATS (Bomb Arson Tracking System)	11/16/2020	3/19/2021	NEW	AM2
	1.1.5	H	Federal System - LeadsOnline (RMS person identifier/related information)	11/16/2020	3/19/2021	NEW	AM2
	1.1.6	H	Federal System - Federal Motor Carrier: FMCSA (Federal Motor Carrier Safety Administration Portal)	11/16/2020	3/19/2021	NEW	AM2
	1.1.7	H	Federal System - Federal Motor Carrier: Query Central	11/16/2020	3/19/2021	NEW	AM2

Contractor Initials
Date 11/21/19

	1.1.8	H	Federal System - Federal Motor Carrier: SAFER (Safety and Fitness Electronic Records)	11/16/2020	3/19/2021	NEW	AM2
	1.1.9	H	Federal System - Federal Motor Carrier: INSPECT (commercial motor vehicle inspection reporting)	11/16/2020	3/19/2021	NEW	AM2
	1.1.10	H	Federal System - Federal Motor Carrier: ASPEN	11/16/2020	3/19/2021	NEW	AM2
	1.1.11	H	Federal System - Federal Motor Carrier: A&I (Analysis and Information)	11/16/2020	3/19/2021	NEW	AM2
	1.1.12	H	Federal System - Federal Motor Carrier: CSA (Compliance , Safety, Accountability)	11/16/2020	3/19/2021	NEW	AM2
	1.1.13	H	Federal System - Federal Motor Carrier: CDLIS (Commercial Drivers License Information System)	11/16/2020	3/19/2021	NEW	AM2
	1.1.14	H	Federal System - Federal Motor Carrier: ISS (Inspection Selection System)	11/16/2020	3/19/2021	NEW	AM2
	1.1.15	H	Federal System - Federal Motor Carrier: PIQ (Past Inspection Query)	11/16/2020	3/19/2021	NEW	AM2
	1.1.16	H	Federal System - EOD (Federal Explosive Ordinance Disposal Programs)	11/16/2020	3/19/2021	NEW	AM2
	1.1.17	H	Federal System - TIMS (Federal Traffic Incident Management System for statistical reporting of crash data)	11/16/2020	3/19/2021	NEW	AM2
	1.1.18	H	Other requirement - The system has an interface with a standard scheduling application(IntelliTime).	11/16/2020	3/19/2021	NEW	AM2
	1.1.19	H	Other requirement - The system has an interface to send basic event information (people, vehicles, etc.) to IA Pro to reduce redundant entry.	11/16/2020	3/19/2021	NEW	AM2
	1.1.20	H	Other requirement - The system supports an interface to Boater Education system to validate Boat Ed Certificates. Currently hosted by Kalkomey.	11/16/2020	3/19/2021	NEW	AM2
	1.1.21	H	Other requirement - The system has an interface to ImageTrend Fire and EMS RMS.	11/16/2020	3/19/2021	NEW	AM2
	1.1.22	H	Other requirement - The system supports an interface with a Permits and Licensing application.	11/16/2020	3/19/2021	NEW	AM2
	1.1.23	H	Other requirement - The system can interface with BARD (Boating Accident Reporting Database) - reports boat accidents to Coast Guard .	11/16/2020	3/19/2021	NEW	AM2
Y	2		Interface Phase II, RMS Team Analysis and Development	11/16/2020	3/19/2021	NEW	RMS Lead
	2.1	H	RMS team do Interfaces implementation and integration	11/16/2020	3/19/2021	NEW	RMS Lead
	2.1.1	H	NH State System - ICS with WEBEOC (ICS compliant interface with WEBEOC (HSEM Emergency Management Platform).	11/16/2020	3/19/2021	NEW	RMS Eng1
	2.1.2	H	NH State System - Overhaul (Overhaul - tracks NH Oversize Load permits, etc. for DMV and Troop G)	11/16/2020	3/19/2021	NEW	RMS Eng1
	2.1.3	H	NH State System - Karpel (Karpel - Prosecutor by Karpel - supports NIEM conforming web services interface)	11/16/2020	3/19/2021	NEW	RMS Eng1
	2.1.4	H	Federal System - BATS (Bomb Arson Tracking System)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.5	H	Federal System - LeadsOnline (RMS person identifier/related information)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.6	H	Federal System - Federal Motor Carrier: FMCSA (Federal Motor Carrier Safety Administration Portal)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.7	H	Federal System - Federal Motor Carrier: Query Central	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.8	H	Federal System - Federal Motor Carrier: SAFER (Safety and Fitness Electronic Records)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.9	H	Federal System - Federal Motor Carrier: INSPECT (commercial motor vehicle inspection reporting)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.10	H	Federal System - Federal Motor Carrier: ASPEN	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.11	H	Federal System - Federal Motor Carrier: A&I (Analysis and Information)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.12	H	Federal System - Federal Motor Carrier: CSA (Compliance , Safety, Accountability)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.13	H	Federal System - Federal Motor Carrier: CDLIS (Commercial Drivers License Information System)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.14	H	Federal System - Federal Motor Carrier: ISS (Inspection Selection System)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.15	H	Federal System - Federal Motor Carrier: PIQ (Past Inspection Query)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.16	H	Federal System - EOD (Federal Explosive Ordinance Disposal Programs)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.17	H	Federal System - TIMS (Federal Traffic Incident Management System for statistical reporting of crash data)	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.18	H	Other requirement - The system has an interface with a standard scheduling application(IntelliTime).	11/16/2020	3/19/2021	NEW	RMS Eng2

Contractor Initials
Date 12/7/19

	2.1.19	H	Other requirement - The system has an interface to send basic event information (people, vehicles, etc.) to IA Pro to reduce redundant entry.	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.20	H	Other requirement - The system supports an interface to Boater Education system to validate Boat Ed Certificates. Currently hosted by Kalkomey.	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.21	H	Other requirement - The system has an interface to ImageTrend Fire and EMS RMS.	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.22	H	Other requirement - The system supports an interface with a Permits and Licensing application.	11/16/2020	3/19/2021	NEW	RMS Eng2
	2.1.23	H	Other requirement - The system can interface with BARD (Boating Accident Reporting Database) - reports boat accidents to Coast Guard .	11/16/2020	3/19/2021	NEW	RMS Eng2
Y	3		Interface Phase II, Testing Team Validation and Documentation	11/16/2020	3/19/2021	NEW	Testing Lead
	3.1	L	In-Bound & Out-Bound Interface Testing (IBOBT)	11/16/2020	3/19/2021	NEW	Testing Lead
	3.1.1	L	IBOBT testing cases & testing data preparations	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.2	M	IBOBT testing cases execution	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.3	L	IBOBT defect logging for development team's analysis	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.4	M	IBOBT defect fixes - NH State System - ICS with WEBEOC (ICS compliant interface with WEBEOC (HSEM Emergency Management Platform).	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.5	L	IBOBT defect fixes - NH State System - Overhaul (Overhaul - tracks NH Oversize Load permits, etc. for DMV and Troop G)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.6	M	IBOBT defect fixes - NH State System - Karpel (Karpel - Prosecutor by Karpel - supports NIEM conforming web services interface)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.7	L	IBOBT defect fixes - Federal System - BATS (Bomb Arson Tracking System)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.8	L	IBOBT defect fixes - Federal System - LeadsOnline (RMS person identifier/related information)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.9	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: FMCSA (Federal Motor Carrier Safety Administration Portal)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.10	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: Query Central	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.11	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: SAFER (Safety and Fitness Electronic Records)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.12	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: INSPECT (commercial motor vehicle inspection reporting)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.13	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: ASPEN	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.14	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: A&I (Analysis and Information)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.15	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: CSA (Compliance , Safety, Accountability)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.16	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: CDLIS (Commercial Drivers License Information System)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.17	L	IBOBT defect fixes - Federal System - Federal Motor Carrier: ISS (Inspection Selection System)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.18	M	IBOBT defect fixes - Federal System - Federal Motor Carrier: PIQ (Past Inspection Query)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.19	L	IBOBT defect fixes - Federal System - EOD (Federal Explosive Ordinance Disposal Programs)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.20	L	IBOBT defect fixes - Federal System - TIMS (Federal Traffic Incident Management System for statistical reporting of crash data)	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.21	M	IBOBT defect fixes - Other requirement - The system has an interface with a standard scheduling application(IntelliTime).	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.22	M	IBOBT defect fixes - Other requirement - The system has an interface to send basic event information (people, vehicles, etc.) to IA Pro to reduce redundant entry.	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.23	M	IBOBT defect fixes - Other requirement - The system supports an interface to Boater Education system to validate Boat Ed Certificates. Currently hosted by Kalkomey.	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.24	M	IBOBT defect fixes - Other requirement - The system has an interface to ImageTrend Fire and EMS RMS.	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.25	M	IBOBT defect fixes - Other requirement - The system supports an interface with a Permits and Licensing application.	11/16/2020	3/19/2021	NEW	Testing Eng1
	3.1.26	M	IBOBT defect fixes - Other requirement - The system can interface with BARD (Boating Accident Reporting Database) - reports boat accidents to Coast Guard .	11/16/2020	3/19/2021	NEW	Testing Eng1

Contractor Initials
Date 4/21/19

	3.1.27	L	IBOBT regression testing after applying development team's fixes, repeat this steps until all testing cases are validated	11/16/2020	3/19/2021	NEW	Testing Lead
	3.1.28	L	IBOBT Summary Report	11/16/2020	3/19/2021	NEW	Testing Lead
	3.1.29	L	PM/AM Review report and only provide it to NHSP after having approval	11/16/2020	3/19/2021	NEW	Testing Lead
Y	4	M	Intelligence / ilogs module	11/16/2020	5/17/2021	NEW	Intel module lead
	4.1	M	MEMEX data collection and data extraction/modeling	11/16/2020	5/17/2021	NEW	Intel module lead
	4.2	M	State Intelligence, iLogs, SAR modules	11/16/2020	5/17/2021	NEW	Intel module lead
	4.3	M	State Document Repository	11/16/2020	5/17/2021	NEW	Intel module lead
	4.4	M	State MIM module	11/16/2020	5/17/2021	NEW	Intel module lead
	4.5	M	MEMEX data conversion	11/16/2020	5/17/2021	NEW	Intel module lead
	4.6	M	Intelligence module related interface	11/16/2020	5/17/2021	NEW	Intel module lead
	4.7	M	Installation and training	11/16/2020	5/17/2021	NEW	Intel module lead

Table 6.3. Interface Phase III

Milestone?	Step	Priority	Milestone/Task/Checked Items	Estimated Start	Estimated Finish	Status	CSI Resource Type
Y	1		Interface Phase III, Customer Survey & Gap Analysis Presentation Review	2/22/2021	5/21/2021	NEW	PM
	1.1	H	Gather(and summarize) detail interface information for engineering team's doing integration	2/22/2021	5/21/2021	NEW	AM1
	1.1.1	H	Federal System - MEMEX Patriarch (MEMEX Patriarch Intelligence System to identify if a person is in the Memex database. All searched must be recorded in the system)	2/22/2021	5/21/2021	NEW	AM2
	1.1.2	H	Federal System - CrimeNtel (CrimeNtel intelligence system)	2/22/2021	5/21/2021	NEW	AM2
	1.1.3	H	Other requirement - The system supports an interface to Body/Dash Cam Video Systems and Storage Repository	2/22/2021	5/21/2021	NEW	AM2
	1.1.4	H	Other requirement - The system has an interface IMC's CAD to transfer calls and share call data for reporting purposes.	2/22/2021	5/21/2021	NEW	AM2
Y	2		Interface Phase III, RMS Team Analysis and Development	2/22/2021	5/21/2021	NEW	RMS Lead
	2.1	H	RMS team do Interfaces implementation and integration	2/22/2021	5/21/2021	NEW	RMS Lead
	2.1.1	H	Federal System - MEMEX Patriarch (MEMEX Patriarch Intelligence System to identify if a person is in the Memex database. All searched must be recorded in the system)	2/22/2021	5/21/2021	NEW	RMS Engl
	2.1.2	H	Federal System - CrimeNtel (CrimeNtel intelligence system)	2/22/2021	5/21/2021	NEW	RMS Engl
	2.1.3	H	Other requirement - The system supports an interface to Body/Dash Cam Video Systems and Storage Repository	2/22/2021	5/21/2021	NEW	RMS Engl
	2.1.4	H	Other requirement - The system has an interface IMC's CAD to transfer calls and share call data for reporting purposes.	2/22/2021	5/21/2021	NEW	RMS Engl

Contractor Initials
Date 11/21/19

Y	3		Interface Phase III, Interface Phase 2, Testing Team Validation and Documentation	2/22/2021	5/21/2021	NEW	Testing Lead
	3.1	L	In-Bound & Out-Bound Interface Testing (IBOBT)	2/22/2021	5/21/2021	NEW	Testing Lead
	3.1.1	L	IBOBT testing cases & testing data preparations	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.2	M	IBOBT testing cases execution	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.3	L	IBOBT defect logging for development team's analysis	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.4	L	IBOBT defect fixes - Federal System - MEMEX Patriarch (MEMEX Patriarch Intelligence System to identify if a person is in the Memex database. All searched must be recorded in the system)	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.5	M	IBOBT defect fixes - Federal System - CrimeNtel (CrimeNtel intelligence system)	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.6	L	IBOBT defect fixes - Other requirement - The system supports an interface to Body/Dash Cam Video Systems and Storage Repository	2/22/2021	5/21/2021	NEW	Testing Engl
	3.1.7	M	IBOBT defect fixes - Other requirement - The system has an interface IMC's CAD to transfer calls and share call data for reporting purposes.	2/22/2021	5/21/2021	NEW	Testing Engl

Contractor Initials
Date 11/24/19

EXHIBIT A-2
IMPLEMENTATION SERVICES

Contractor Initials
Date 11/21/19

1. PROJECT MANAGEMENT MEETING AND REPORTS

Effective communication and reporting are essential to 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 meeting shall be conducted onsite in person, unless mutually agreed otherwise. Unless otherwise agree by the State, the Contractor shall prepare agendas and background for and minutes of meetings. At minimum, background for each meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, shall also be the Contractor's responsibility.

a. **Introductory Meeting:** Participants will include the Contractor's Key Project Staff and State Project leaders from both Department of Safety and the Department of Information Technology. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.

b. **Kickoff Meeting:** Participants will include the State and the Contractor's Project Team and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.

c. **Status Meetings:** Participants will include, at the minimum, the Contractor's Project Manager and the State Project Manager. These meetings will be conducted at least bi-weekly and address overall Project status and any additional topics needed to remain on schedule and within budget. The status and error report from the Contractor shall serve as the basis for discussion.

d. **The Work Plan:** must be reviewed at each Status Meeting and updated, at minimum, on a bi-weekly basis, in accordance with the Contract.

e. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.

f. **Quarterly Executive Status Meetings:** Participants will include Contractors senior executives. This meeting is to provide executive level status updates on key project Milestones and to provide insight on mile stones to be achieved in the next quarter.

g. **Post Go Live Meeting:** Participants will include Project leaders from the Contractor and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

1.1 Reports.

The Contractor Project Manager or Key Project Staff shall submit monthly status reports in accordance with the Schedule and terms of this Contract. All status reports shall be prepared in formats approved by the State. The Contractor's Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. The Contractor shall produce Project status reports, which shall contain, at a minimum, the following:

a. Project status related to the Work Plan;
b. Deliverable status;
c. Accomplishments during weeks being reported;
d. Planned activities for the upcoming two (2) week period;
e. Risk Assessment;
f. Future activities; and
g. Report and remedies in case of falling behind the Schedule.

As requested by the State, the Contractor shall provide the State with information or reports regarding the Project. The Contractor shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as requested by the State, all at no additional cost to the State.

1.2 Work Hours During Implementation

During the Implementation period, the Contractor's personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager.

2. IMPLEMENTATION STRATEGY

2.1. Key Components

The Contractor shall employ an industry-standard Implementation strategy in accordance with the Work Plan;

The Contractor and the State shall adopt a change management approach to identify and plan key strategies and communication initiatives.

The Contractor's team will provide training templates as defined in the Training Plan, which will be customized to address the State's specific requirements. Decisions regarding format, content, style, and presentation shall be made early on in the process, by the State, providing sufficient time for development of material as functionality is defined and configured.

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.

2.2. Working Meetings

The Contractor shall schedule and conduct working meetings throughout the implementation phase to ensure that tasks and key components of the project are moving forward in accordance with the Work Plan. The contractor will be responsible for taking minutes, facilitating discussions and preparing reports. Working meetings will consist of the following:

- Gap Analysis Meetings – involving end users and decision makers to find out what the Contractor has compared to what the State needs. This combines end user and decision

Contractor Initials VK
Date 11/21/19

makers to ensure that certain necessary workflow procedures are adhered to when required.

- Stakeholder Meetings – involving various stakeholders from different divisions (specialties) to ensure that key components and tasks are identified and are being completed properly.
- Daily Stand Ups – Short 15 minute meetings with project team members to briefly discuss tasks completed yesterday, tasks to be completed today and to identify any issues that are impeding progress.

2.3 Timeline

The timeline is set forth in the Work Plan. During the initial planning period Project task and resource plans will be established for: the preliminary training plan, the change management plan, communication approaches, Project standards and procedures finalized, and team training initiated. Timing will be structured to recognize interdependencies between applications and structure a cost effective and timely execution. Processes will be documented, training established, and the application will be ready for Implementation in accordance with the Work Plan.

2.4 Change Management

The Contractor shall provide system environments including Training environment (with predefined data and user ID's), UAT environment and production environment. The training and UAT environments should be available on an as needed basis. The Contractor shall also provide a sand box environment during implementation to demo system to state resources.

The Contractor's change management services shall be focused on developing change management strategies and plans. Its approach relies on the State personnel and location for the execution of the change management.

2.5 System Environment

During the Implementation period, the Contractor shall provide all required System environments which shall include environments needed for Development and Integration Testing. The Contractor shall make available to the State a training environment and User Acceptance Testing environment when required by the Work Plan or Date in the Life Testing. The Contractor must provide a plan to the production environment.

EXHIBIT A-3

ACCEPTANCE AND TESTING SERVICES

Contractor Initials VM
Date 10/21/19

1. TESTING AND ACCEPTANCE

The Contractor shall provide the testing services as set forth in this Exhibit A-3: *Acceptance and Testing Services.*

The Contractor shall bear all responsibilities for the full suite of Test Planning and preparation throughout the Project. The Contractor will also provide training as necessary to the State staff responsible for test activities. The Contractor shall be responsible for all aspects of testing contained in the Acceptance Test Plan including support, at no additional cost, during User Acceptance Test conducted by the State and the testing of the training materials.

The Test Plan methodology shall reflect the needs of the Project and be included in the finalized Work Plan. A separate Test Plan and set of test materials will be prepared for each Software function or module.

All Testing and Acceptance (both business and technically oriented testing) shall apply to testing the System as a whole, (e.g., software modules or functions, and Implementation(s)). This shall include, but not limited to, planning, test scenario and script development, Data and System preparation for testing, and execution of Unit Tests, System Integration Tests, Conversion Tests, Installation tests, Regression tests, Performance Tuning and Stress tests, Security Review and tests, User Acceptance Test, Day in the Life Test, and support of the State during User Acceptance Test and Implementation.

In addition, the Contractor shall provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. The Contractor shall also correct Deficiencies and support required re-testing.

2. TEST PLANNING AND PREPARATION

The Contractor shall provide the State with an overall Test Plan, subject to the State's approval (which approval shall not be unreasonably withheld), that will guide all testing. The Contractor provided, and State approved, Test Plan will include, at a minimum, identification, preparation, and Documentation of planned testing, specifications that must be satisfied for an Acceptance Test to be passed, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test Data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

As identified in the Acceptance Test Plan, and documented in accordance with the Work Plan and the Contract, State testing will commence upon the Contractor's Project Manager's Certification, in writing, that the Contractor's own staff has successfully executed all prerequisite Contractor's testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff.

The State will be presented with a State approved Acceptance Test Plan, test scenarios, applicable specifications and test criteria, test cases, test scripts, test data, and expected results.

The State will use commercially reasonable efforts to commence its testing within five (5) business days, unless mutually agreed otherwise, of receiving Certification from the Contractor that the State's personnel have been trained and the System is installed, configured, complete, and ready

for State testing. The testing will be conducted by the State in an environment independent from the Contractor's development environment. The Contractor must assist the State with testing in accordance with the Test Plan and the Work Plan, utilizing test and live Data to validate reports, and conduct stress and performance testing, at no additional cost.

With respect to a Deliverable being tested pursuant to Exhibit A-3, testing ends with respect to the Deliverable or portion of the Deliverable upon issuance of a Letter of Acceptance by the State with regard to such Deliverable or portion of it. If the State issues a Letter of Acceptance with respect to a portion of a Deliverable or conditions Acceptance on any matter, then the State shall notify the Contractor of the nature and class of the Deficiency which causes the non-Acceptance or 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 in the Work Plan, 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 issue a letter of Acceptance of the entire Deliverable or of a portion of the Deliverable, notice of conditional Acceptance, or notice of rejection thereof. If the Contractor fails to correct the Deficiency within the allotted period of time, 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 pursue its remedies at law and in equity.

In addition, the testing of the System (as a whole) and (at the State's request) any module or other portion of the System shall include at least three (3) rounds in Day in The Life Testing and in no event shall the System be deemed to be accepted by the State unless and until the System passes the Day in The Life Testing. The processes and procedures for the Day in the Life Testing shall be determined by the State based on such factors as the State deems necessary (which may include using of legacy data from one or more specific dates, copying transactions and converting to the new System, verifying with reports that the data was properly processed, and comparing old reports to the newly generated reports).

The Contractor must demonstrate that their testing methodology can be integrated with the State standard methodology including but not limited to the Day in the Life Testing as described above

3. SYSTEM INTEGRATION TESTING

At the State's request, the Contractor shall test the new System in integration with other application systems (legacy and service providers) in a production-like environment. System Integration Testing validates the integration between the individual unit application modules and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The System Integration Test is performed in a test environment.

Thorough end-to-end testing shall be performed by the Contractor team(s) to confirm that the Application integrates with any interfaces. The test emphasizes end-to-end business processes, and the flow of information across applications. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.

Contractor Initials
Date 11/21/19

Activity Description	Systems Integration Testing validates the integration between the target application modules and other systems, and verifies that the new System meets defined interface requirements and supports execution of business processes. This test emphasizes end-to-end business processes and the flow of information across the application. It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.
Contractor Team Responsibilities	• Take the lead in developing the Systems Integration Test Specifications. • Work jointly with the State to develop and load the data profiles to support the test Specifications. • Work jointly with the State to validate components of the test scripts.
State Responsibilities	• Work jointly with the Contractor to develop the Systems Integration Test Specifications. • Work jointly with the Contractor to develop and load the data profiles to support the test Specifications. • Work jointly with the Contractor to validate components of the test scripts, modifications, fixes and other System interactions with the Contractor supplied Software Solution.
Work Product Description	• The Integration-Tested System indicates that all interfaces between the application and the legacy and third-party systems, interfaces, and applications are functioning properly.

4. CONVERSION VALIDATION TESTING

The Contractor shall conduct Conversion Validation Testing at which target application functions are validated.

Activity Description	The conversion validation test should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications/interfaces, testing verifies that the resulting flow of the converted data through these interface points performs correctly.
Contractor Team Responsibilities	For conversions and interfaces, the Contractor's team will execute the applicable validation tests and compare execution results with the documented expected results. Extract and cleanse, if necessary, the legacy data to be converted in the data conversions.
Work Product Description	Validation-Tested Conversion Programs. These programs include conversion programs that have been tested to verify that the resulting converted legacy data performs correctly in the entire suite of the Application.

5. INSTALLATION TESTING

In Installation Testing the application components are installed in the System Test environment to test the installation routines and are refined for the eventual production environment. This

Contractor Initials _____
Date 11/21/19

activity serves as a dry run of the installation steps in preparation for configuring the production system.

6. USER ACCEPTANCE TESTING (UAT)

UAT begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State.

The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.

UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

Activity Description	The System User Acceptance Tests verify System functionality against predefined Acceptance criteria that support the successful execution of approved processes.
Contractor Team Responsibilities	• Provide the State an Acceptance Test Plan and selection of test scripts for the Acceptance Test. • Monitor the execution of the test scripts and assist as needed during the User Acceptance Test activities. • Work jointly with the State in determining the required actions for problem resolution.
State Responsibilities	• Approve the development of the User Acceptance Test Plan and the set of data for use during the User Acceptance Test. • Validate the Acceptance Test environment. • Execute the test scripts and conduct User Acceptance Test activities. • Document and summarize Acceptance Test results. • Work jointly with the Contractor in determining the required actions for problem resolution. • Provide Acceptance of the validated Systems.
Work Product Description	The Deliverable for User Acceptance Tests is the User Acceptance Test Results. These results provide evidence that the new System meets the User Acceptance criteria defined in the Work Plan.

7. DAY IN THE LIFE TESTING

The Contractor shall conduct Day in the Life Testing. Each round of the Day in the Life testing shall consist of the following steps:

1. Take a "snap-shot" of the legacy data from a specified date and time at the end of a business day.

Contractor Initials
Date 11/21/19

2. At the beginning of the business day following the snapshot, have a specified number of users make copies of all transactions processed during a specified time period (usually 2-3 hours).

3. Load the snapshot into the new system and validate the conversions.

4 Have the users enter the copied transactions into the new system.

5. Audit the new system to ensure all transactions succeed and results matched those of the legacy system from the day of the original transactions.7

8. PERFORMANCE TUNING AND STRESS TESTING

The Contractor shall develop and document hardware and Software configuration and tuning of the Software infrastructure as well as assist and direct the State's System Administrators and Database Administrators in configuring and tuning the infrastructure to support the software throughout the Project.

8.1 Scope

The scope of Performance Tuning and Stress Testing shall be to measure the System level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment.

It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum System performance is achieved.

Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.

8.2 Test Types

Performance testing shall use two different types of testing to determine the stability of the application. They are baseline tests and load tests.

a) Baseline Tests: Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics.

b) Load Tests: Load testing will determine if the behavior of the System can be sustained over a three (3) to six (6) hour period of time while running under expected conditions. Load test helps to verify the ability of the application environment under different load conditions based on workload distribution. System response time and utilization shall be measured and recorded.

8.3 Tuning

Tuning will be Contractor led and occur during both the development of the application and load testing. Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.

9. REGRESSION TESTING

As a result, of the user testing activities, problems will be identified that require correction. The State will notify the Contractor of the nature of the testing failures in writing. The Contractor will be required to perform additional testing activities in response to State and/or user problems identified from the testing results. Regression testing means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements.

In designing and conducting such regression testing, the Contractor will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, the Contractor will be expected to design and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.

10. SECURITY REVIEW AND TESTING

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include penetration tests and application vulnerability scanning.

Services Component	Defines the set of capabilities that:
Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users
Access Control	Supports the management of permissions for logging onto a computer or network
Encryption	Supports the encoding of data for security purposes
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Verification	Supports the confirmation of authority to enter a computer system, application or network
User Management	Supports the administration of computer, application and network accounts within an organization.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network

Contractor Initials _____
Date 4/21/19

Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.

Prior to the System being moved into production the Contractor shall provide results of all security testing to the Department of Information Technology for review and Acceptance. All Software and hardware shall be free of malicious code (malware).

11. PENETRATION TESTING (Non-PCI Environment)

The Contractor shall provide certification that their Software and System environment has undergone penetration testing in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-115. The State requires that the Contractor has this testing performed annually by a qualified third-party vendor who is contracted with the Contractor and CJIS compliant with the State, and after every major upgrade.

12. SYSTEM ACCEPTANCE

Upon successful conclusion of all phases of the System testing and successful System deployment, the State will issue a Letter of System Acceptance.

Contractor Initials
Date 1/21/19

EXHIBIT A-4

MAINTENANCE, OPERATIONS AND SUPPORT SERVICES

Contractor Initials _____
Date 11/21/19

1. SYSTEM MAINTENANCE

The Contractor warrants that the System will operate and conform to the Specifications, terms and requirements of the Contract. The Contractor shall maintain and support the System in all material respects as described in the applicable program Documentation through the Contract Completion Date, as defined in *General Terms and Condition Form, P-37, paragraphs 1.7.*, and in accordance with the Contract. The Contractor shall also maintain the System so that it meets and conforms to the Warranties set forth in Exhibit D, *Warranty Terms*.

The Contractor warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, will operate and properly function within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and terms of the Contract.

1.1 Maintenance Releases

The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost. The Contractor shall install and update all server patches, updates and other utilities to the Staging/Development environment within 60 days of release from the manufacturer. Upon the testing and acceptance of the State, the Contractor will update the Live application(s). All Hardware and Software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, shall be applied within 60 days of release by their respective manufacturers. A regularly scheduled, mutually agreeable, maintenance window shall be identified at which time all relevant server OS and application system patches and upgrades shall be implemented.

1.2 Reports

Contractor shall provide monthly reports on Maintenance, Operations, and support services including but not limited to OS Updates, Application Updates, Server Performance, System up times/down time, CPU usage, backups, support calls and Contractor response time, system response time, any failovers, redundancy, bandwidth utilization, in such a form and including such data that the State may request.

1.3 Meetings:

1.3.1 Annual Executive Meetings: Participants will include, but not limited to, senior executive from the Contractor. The Contractor shall provide an overview of maintenance, operations and support activities for the prior year including system performance compared to SLAs, review of system outages, open support items, and identified risks. They shall also provide an overview of all system enhancements, upgrades and any other significant events for the upcoming year.

1.3.2 Monthly Meetings: Participants will include the parties' Project Managers to review, at minimum, monthly statistics, review of monthly system performance report, open support issues, planned system upgrades and maintenance.

Contractor Initials VM
Date 11/21/19

1.3.3 **Location:** The meetings shall be conducted on premises of the Department of Safety, unless otherwise identified by the State.

2. SUPPORT OBLIGATIONS AND TERM

2.1 The System delivered and operated under the terms of this Contract is mission critical to the State, New Hampshire State Police and any outage of the whole or partial System can place troopers and the public at risk. Timely and full response to any outage is a critical component of the maintenance, operations and support services provided under this Contract.

2.2 The Contractor shall be responsible for performing on-site or remote technical support in accordance with the Contract, including without limitation the requirements, terms, and conditions contained in the RFP.

2.3 As part of the System maintenance, operations and support services, including all new Software releases, the Contractor shall respond and resolve the following:

a. Severity Level 1, which is defined as urgent situations, when CAD, RMS, Mobile Data Terminal, or top tier Interfaces identified below in Table 2.3 are down, or the System is down and/or no users can log in to the System and the State is unable to use the System. New modules are considered Severity Level 1, unless the parties agreed otherwise in writing. Upon notification of a Severity Level 1 problem, the Contractor shall make every attempt to respond as soon as possible with the expectation that the response be within 15 minutes. The Contractor shall resolve Severity Level 1 problems within four (4) hours. The State agrees to have resources that can be contacted for support in the event that the urgent situation is not related to the InfoShare™ application and/or the third party hosting solution.

Table 2.3

NHSP - Valor CAD (CAD - E911)
NHSP - CASS (CAD&RMS - Coding Accuracy Support System for address verification)
NHSP - ETS (State Police Electronic Ticketing Server) (RMS - query this data when fill out a criminal complaint)
NH State System - SPOTS (State Police Online Telecommunications System) (CAD - NCIC/NLETS/NHJB/DMV records)
NH State System - CRMS (State Police Crash Records Management System) (RMS - Crash report)
NH State System - Justice Tracks (Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend)
NH State System - AFIS Live Scan (Bidirectional, interface with AFIS (Automated Fingerprint Identifications Systems) LiveScan Machines.)

Contractor Initials VM
Date 11/21/19

b. Severity Level 2, which is defined as a critical software system component(s) that has significant outages and/or failure precluding its successful operation. The System may be operational but is severely restricted (for example, credentials cannot be opened). Upon notification of a Severity Level 2 problem, the Contractor shall make every attempt to respond as soon as possible within 30 minutes. The Contractor shall resolve Severity Level 2 problems within six (6) hours. The State agrees to have resources that can be contacted for support in the event that the urgent situation is not related to the InfoShare™ application and/or the third party hosting solution.

c. Severity Level 3, which is defined as a minor problem that exists within the System but the majority of the functions are still usable and some circumvention may be required to provide service. The Contractor shall resolve Severity Level 3 problems as quickly as possible, but should not exceed three (3) business days, unless the Contractor establishes why additional time would be needed and the State's permission given. The State agrees to have resources that can be contacted for support in the event that the urgent situation is not related to the InfoShare™ application and/or the third party hosting solution.

d. Severity Level 4 is defined as a very minor problem or question that does not affect System function (for example, the text of a message is worded poorly or misspelled). The Contractor shall work with the State to determine the appropriate turn-around time for Severity Level 4 problems.

e. Unusual Circumstances, which are defined as any issue/problem that may possibly endanger The State technical environment. The Contractor and its technical support staff shall provide immediate remedial action with immediate notification to the State IT staff.

2.3.1 The Contractor's incident response and incident resolution service levels during any month shall be as follow:

	Threshold Service Level
Incident Response	
Severity 1 and 2:	99%
Severity 3 and 4:	95%
Incident Resolution	
Severity 1 and 2:	99%
Severity 3 and 4:	95%

2.3.2 The Contractor shall provide a monthly report on incident response and incident resolution indicating, at minimum, the severity level of each incident, response time, resolution time, scorecard whether the threshold service levels were met, and statistics to previous months.

2.4 The Contractor shall repair or replace the hardware or software provided by the Contractor under this Contract, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract. The Contractor shall also maintain the hardware and software provided by the Contractor in accordance with the

Contractor Initials MW
Date 11/21/19

specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.

2.5 The Contractor's support and maintenance shall include all test, training and production environments of the System.

2.6 The Contractor shall provide Production, Training and User Acceptance environments. The Production environment shall be available in accordance with the requirements of the Contract. The Training and User Acceptance environment shall be available when needed to support user training requirements or in support of System upgrades or modifications.

2.7 The Contractor shall have available to the State on-call telephone assistance, with issue tracking available to the State, twenty four (24) hours per day and seven (7) days a week, three hundred sixty five (365) days a year with an email / telephone response within fifteen (15) minutes.

2.8 The Contractor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State.

2.9 For all maintenance Services calls, the Contractor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) deficiency resolution information; 6) resolved by; 7) identifying number i.e. work order number; 8) issue identified by.

2.10 The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.

2.11 The Contractor shall use change management policy and procedures, as mutually agreed upon, for notification, documentation and tracking of change requests, updates as well as critical outages.

2.12 The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: 1) all change requests implemented; 2) all critical outages reported including actual issue and resolution; 3) number of deficiencies reported by class with initial response time as well as time to close.

2.13 The Contractor shall give two (2) weeks notification to the State Project Manager of all non-emergent changes/updates and provide the State with training due to the upgrades and changes.

2.14 **Programmer Services.** The Contractor shall reserve and make available to the State twenty (20) hours of Programmer Services per month for each month this Contract is in effect. "Programmer Services" are in relation to State specific consultation services, assistance with custom reports, interfaces, etc. In the event that the number of hours for Programmer Services defined above is not required in a given month, the unused hours can be applied to subsequent months with a maximum accrual being eight (8) months, or a

Contractor Initials
Date 11/27/19

maximum accrual of one hundred and sixty (160) hours. These accrued hours cannot be used for the acquisition of new modules, except as described in Exhibit A-1, Provision 3.2, Table 3.2.2. The Contactor shall provide the State with a monthly report of the total unused hours to date.

2.14.1 In the event Programmer Services are needed, the State will provide the Contractor with a statement of work. The Contractor shall evaluate the task set forth in the statement of work and provide the State with a plan, indicating the amount of hours required to complete the task set forth in the statement of work. Upon the State's approval of the plan, which approval shall not be unreasonably withheld the Contractor shall provide the Programmer Services requested in accordance with the plan.

2.15 **Additional Services.** The State may request additional services from the Contractor that are not part of the twenty (20) hours of standard Programmer Services. Upon the receipt of a statement of work for additional services from the State, the Contractor shall evaluate and provide the State with a plan, indicating the amount of hours required to complete the task set forth in the statement of work. Upon the State's approval of the plan, the Contractor shall provide the requested additional services in accordance with the plan.

2.15.1 The Contractor shall provide additional services at the following rate:

Table 2.15: Future Contractor Rates Worksheet

Position Title	SFY 2020	SFY 2021	SFY 2022	SFY 2023	SFY 2024	SFY 2025	SFY 2026
Project Manager	$150.00	$150.00	$150.00	$150.00	$150.00	$150.00	$150.00
Subject Matter Experts	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00
Software Engineer	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00
Network Engineer	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00
Trainer	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00	$125.00

Contractor Initials MN
Date 11/21/19

2.15.2 In the event the Contract is extended pursuant to Section 1, Exhibit A: *Scope of Work*, the Contractor shall provide additional services at the rate described in the Table 2.15, above.

2.16 The Contractor shall support the State in any data conversion to a replacement system in the future to include but not limited to: providing data dictionaries, data exports, assisting with data extracts to third party test environments, user acceptance test environments and production environments. Provide prompt research and response to data extract issues. To the extent permitted by law, the State agrees to not allow access and/or provide data extracts that have not been prepared by the Contractor's Staff to any third party entities that are not entitled to have access to the intellectual property of CSI Technology Group.

2.17 The State will have a seat at the Contractor's user group to provide a voice in future System enhancements and releases.

2.18 The State will be responsible for the User Acceptance Test of new System updates, general maintenance releases, selected functionality releases and patches before the code is moved to production. The State may approve releases and updates to the production environment. The Contractor shall, at minimum: 1) provide the State an Acceptance Test Plan and selection of test scripts based on the State provided scenarios; 2) monitor the execution of the test scripts and assist as needed during the UAT activities; 3) track the results of the UAT; and 4) work jointly with the State in determining the required actions for problem resolution.

2.19 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 may pursue its remedies pursuant to *General Terms and Condition Form, P-37*, paragraph 8 (as may be modified by Exhibit C); as well as withholding future payments for products and/or services that the State has not already accepted. In addition, in the event a Deliverable was not accepted or used by the State, the State may return the Deliverable and receive refund for such Deliverable.

2.20 Advanced Notice

The Contractor shall give advance notice to the State, at least two (2) weeks in advance, of any upgrades (e.g., major upgrades, minor upgrades, system changes) that may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics. It usually includes a new version number.

2.21 Responsibilities and Uptime Guaranty

2.21.1 The Contractor shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the responsibilities of the Contractor. The system shall be available 24/7/365 (with agreed-upon maintenance downtime), and provide service to customers as defined in this agreement

Contractor Initials
Date 11/21/19

2.21.2 The Contractor hereby guarantees that the System shall be available and fully functional 99.90% of the time each day of the term of this Agreement, exclusive of regularly scheduled and mutually agreed upon maintenance time (the "Uptime Guaranty"), and that the System shall meet or exceed the Response Time Guaranty (as defined below) each day.

2.21.3 The "Response Time Guaranty" means that the System, not including research being done in the Reporting Data Base which is used for statistical, in-depth searches (for example complex research based searches, Crime Mapping and Document Full Text searching); shall process requests, access data, and respond to requests for outputs within the time periods set forth below, as determined on an average daily basis. This Response Time Guaranty only applies to the amount of time that the InfoShare™ system processes the requests within the Hosted Environtment and does not include delays to Internet, Intranet and any other Network related delay such as agency Firewalls and local Virus, Malware and Content scanning software that may be loaded on the end user(s)' device

- An average of less than 2 seconds for application response to save/update,
- An average of less than 5 second response for SPOTS Query response, and
- An average of less than 3 seconds for all other responses.

2.21.4 The Contractor's performance (or failure to perform) the Uptime Guaranty and the Response Time Guaranty shall be measured and determined during each month of the term of this Agreement. The Contractor shall provide a monthly scorecard report on the Uptime Guaranty and the Response Time Guaranty, in such a form and including such data that the State may request.

2.21.5 Whether the System satisfies the Uptime Guaranty shall be determined on a daily basis. If for any day, the Contractor's System fails to satisfy the Uptime Guaranty, then the State shall be entitled to offset against a future payment due for use of the System or request a refund in an amount calculated as follows:

> Fee for System usage for the year in which the System failed to meet the Uptime Guaranty divided by 365, then multiplied by the number of days in which the System failed to meet the Uptime Guaranty during such month.

2.21.6 Whether the System satisfies the Response Time Guaranty shall be determined on a daily basis. If in any month the Contractor's System fails to satisfy the Response Time Guaranty in any respect on any day or days during such month, then the State shall be entitled to offset against a future payment due for use of the System or request a refund in an amount calculated as follows:

> Fee for System usage for the year in which the System failed to meet the Response Time Guaranty divided by 365, then multiplied by the number of days in which the System failed to meet the Response Time Guaranty during such month.

2.21.7 The State must request any offset or refund provided in Section 2.21.5 or 2.21.6 by written notice and if the State requests an offset, then the Contractor shall apply

Contractor Initials MM
Date 11/21/19

the offset against the unpaid Fee which is due following the date on which such notice is provided. In the event that the State requests a refund, then the Contractor shall provide the refund within 30 days after the State provides such notice, unless otherwise specified in the notice. In no event shall the offset or refunds provided in Section 2.21.5 and 2.21.6 exceed the total Fee for use of the System for such month.

Contractor Initials VM
Date 11/24/19

EXHIBIT A-5
TRAINING SERVICES

Contractor Initials _____
Date 11/22/19

EXHIBIT A-5: TRAINING SERVICES

1. The Contractor shall provide training support as previously determined and agreed to during the initial planning period. Such training support shall include, but not limited to:
   - Providing comprehensive training plan that includes a train the trainer approach, eLearning components and Manual preparation.
   - Hands on training, which will include all system functionality for all modules purchased as well as creation of reports, searching, workflow and the approval processes. The State will provide a suitable location for the training that is convenient for the State's users.
   - The training plan which shall include training of the State Acceptance Test resources prior to commencement of User Acceptance Testing.
   - The training plan which shall include training tailored for the agency's designated System Administrator so that the person(s) in this particular role can perform functions that include support file maintenance, templates/forms/letters maintenance, and staff/group/permissions maintenance.
   - The training plan which shall include training of all State Police and Support Staff as required including specialty teams prior to go-live date.

2. The Contractor shall be present in all training classes. The Contractor shall provide onsite resource during all training classes. The Contractor shall also develop training material and provide said materials in a soft format, or any other format agreed upon by the State, to the State. The Contractor authorizes the State to copy, modify, customize and distribute on as needed basis to State training resources. The State will have a Superior Officer of suitable rank and authority to answer all questions as they pertain to New Hampshire State Police Policies & Procedures for the use of the InfoShare™ applications.

3. Contractor to provide electronic copies of the Maintenance and Operations Manual, System, Administration Guide and User Guides that the State will have the ability to copy, customize and distribute to state training resources.

Contractor Initials _____
Date 12/21/19

EXHIBIT A-6
CERTIFICATES AND ATTACHMENTS

Contractor Initials _____
Date _____

STATE OF NEW HAMPSHIRE
<Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
EXHIBIT A-6: CERTIFICATES AND ATTACHMENTS

Attached are:

A. Attachment 1 to Exhibit A
B. Attachment 2 to Exhibit A
C. Attachment 3 to Exhibit A
D. Contractor's Certificate of Good Standing
E. Contractor's Certificate of Vote/Authority
F. Contractor's Certificate of Insurance

Contractor Initials _____
Date _____

EXHIBIT B
PRICE AND PAYMENT SCHEDULE

Contractor Initials _____
Date 11/21/19

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
EXHIBIT B: PRICE AND PAYMENT SCHEDULE

1. 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 the *General Terms and Condition Form, P-37, paragraphs 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.

2. TRAVEL EXPENSES

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

3. SHIPPING AND DELIVERY FEE EXEMPTION

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

4. INVOICING

4.1 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.

4.2 During the Implementation period, the Contractor shall invoice monthly for all Deliverables that were approved or accepted during the period.

4.3 Operations and Maintenance services fee shall begin first (1st) day of the month following to the Acceptance Letter after the Day in the Life Testing. The Contractor shall invoice Operations and Maintenance services fee quarterly.

4.4 Fees for Intelligence Module, during its implementation phase, shall be invoiced as provided in Provision 10, Payment Schedule, of Exhibit B, and separate from other invoices. Fees for the maintenance of Intelligence Module shall be invoiced separate and quarterly.

4.5 Fees for Programmer Services in excess of twenty (20) hours in a month shall be invoiced quarterly.

4.6 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.

Contractor Initials
Date 11/21/19

4.7 Invoices shall be sent to:

Kevin Connor
Administrator
Business & Project Administration
State Police Headquarters
33 Hazen Drive
Concord, New Hampshire 03305

5. 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

6. 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.

7. CREDITS

The State may apply credits due to the State arising out of this Contract, against the Contractor's invoices with appropriate information attached. Excluded from this are any credits as explained in 2.14 Programmer Services.

8. PROJECT HOLDBACK

During the Implementation period, the State shall withhold ten percent (10%) of the fee for each Deliverable and will be released upon the State's final Acceptance of the System after the Day in the Life Testing.

9. MAINTENANCE, OPERATION AND SUPPORT SERVICES PRICING DURING THE EXTENSION TERM

9.1 System Maintenance, Operation and Support Services

Optional Year 1	Optional Year 2
$600,000.00	$600,000.00

9.2 Intelligence Module Maintenance, Operation and Support Services

Optional Year 1	Optional Year 2
$40,000.00	$40,000.00

Contractor Initials MM
Date 4/24/19

10. PAYMENT SCHEDULE

No	Milestone/Task	Deliverables	Estimated Start	Estimated Finish	Payment Due Date	Due Amount	F-1	F-2	F-3	F-4	F-5
1	Project Management-Start	REF #1 - Project Management Plan REF #4 - Communications and Change Management Plan	12/2/19	12/13/19	1/12/20	10,000	10,000	0	0	0	0
2	InfoShare Base Dev Site Setting	REF #2 -Desktop and Network Configuration Requirements	12/2/19	12/13/19	1/12/20	19,250	5,000	14,250	0	0	0
3	InfoRMS 30 Installation	REF #3 - Security Plan	12/2/19	12/13/19	1/12/20	42,250	10,000	32,250	0	0	0
4	InfoCAD 30 Setup		12/2/19	12/13/19	1/12/20	16,750	0	16,750	0	0	0
5	Agency Gap Analysis & Development		12/16/19	3/13/20	4/12/20	138,750	0	138,750	0		0
6	Interface Development (Phase I)	REF #5 - Systems Interface Plan and Design	12/9/19	6/5/20	7/5/20	150,000	30,000	120,000	0	0	0
7	Data Conversion - Development Phase	REF #6 - Data Conversion Plan and Design REF #16 - Conduct Data Conversion Testing	12/9/19	6/5/20	7/5/20	160,000	20,000	0	0	0	140,000

Contractor Initials UM
Date 11/21/19

8	Testing	REF #7 - Testing Plan REF #12 - Provide Software Licenses if needed REF #13 - Install Software in Testing Environment REF #14 - Software Configuration to State Requirements REF #15 - Conduct Training of User Acceptance Team REF #17 - Conduct User Acceptance Testing REF #18 - Test In-Bound and Out-Bound Interfaces REF #19 - Conduct System Performance (Load/Stress) Testing REF #20 - Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	3/16/20	9/11/20	10/11/20	221,250	170,000	51,250	0	0	0
9	Training	REF #8 - Training Plan and Curriculum REF #21 - Install Software in Training Environment REF #22 - Conduct Training of State Staff	9/21/20	10/16/20	11/15/20	115,000	90,000	25,000	0	0	0

Contractor Initials
Date 11/21/19

10	Go Live	REF #23 - Install Software in Production Environment REF #9 - Deployment Plan REF #24 - Converted Data Loaded into Production Environment REF #25 - Production Environment Validation of Installation and Data Conversion REF #26 - Cutover to New Software	10/19/20	10/30/20	11/29/20	48,250	20,000	28,250	0	0	0
11	Project Closure	REF #10 - End User Support Plan REF #11 - Disaster Recovery Plan REF #27 - Provide Documentation	11/2/20	11/13/20	12/13/20	53,000	30,000	23,000	0	0	0
6a	Interface Development (Phase II)	REF #5 - Systems Interface Plan and Design	11/16/20	3/19/21	4/18/21	100,000		100,000	0	0	0
6b	Interface Development (Phase III)	REF #5 - Systems Interface Plan and Design	2/22/21	5/21/21	6/20/21	28,000		28,000	0	0	0
6c	New Hampshire Fusion Center (Test Site)	Estimate on 2/14/19, New Hampshire Fusion Center	11/16/20	11/27/20	12/27/20	118,800	118,800		0	0	0
6d	New Hampshire Fusion Center (Go Live)	Estimate on 2/14/19, New Hampshire Fusion Center	11/30/20	5/17/21	6/16/21	178,200	178,200		0	0	0

Contractor Initials YM
Date 4/24/19

6e-1	New Hampshire Fusion Center, Maintenace and Support-Year 1	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (6 Months)	6/10/21	12/9/21	6/10/21	40,000	0		0	40,000	0
6e-2	New Hampshire Fusion Center, Maintenace and Support-Year 2	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	12/10/21	12/9/22	12/10/21	40,000	0		0	40,000	0
6e-3	New Hampshire Fusion Center, Maintenace and Support-Year 3	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	12/10/22	12/9/23	12/10/22	40,000	0		0	40,000	0
6e-4	New Hampshire Fusion Center, Maintenace and Support-Year 4	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	12/10/23	12/9/24	12/10/23	40,000	0		0	40,000	0
6e-5	New Hampshire Fusion Center, Maintenace and Support-Year 5	Estimate on 2/14/19, New Hampshire Fusion Center Annual Maintenance (one year)	12/10/24	12/9/25	12/10/24	40,000	0		0	40,000	0
12	Project Management-End			5/21/21	6/20/21	37,500		37,500	0	0	0
13	Software Subscription, Maintenance and Support-Year 1	(Note: UAT Sign Off 9/11/20, Warrant Period 90 days)	12/10/20	12/9/21	12/10/20	950,000	0	0	0	950,000	0
14	Software Subscription, Maintenance and Support-Year 2		12/10/21	12/9/22	12/10/21	950,000	0	0	0	950,000	0

Contractor Initials
Date 4/27/19

15	Software Subscription, Maintenance and Support-Year 3		12/10/22	12/9/23	12/10/22	950,000	0	0	0	950,000	0
16	Software Subscription, Maintenance and Support-Year 4		12/10/23	12/9/24	12/10/23	800,000	0	0	0	800,000	0
17	Software Subscription, Maintenance and Support-Year 5		12/10/24	12/9/25	12/10/24	800,000	0	0	0	800,000	0
					Total:	6,087,000	682,000	615,000	0	4,650,000	140,000

F-1 Deliverables
F-2 Staff Resources
F-3 Future Vendor Rates
F-4 Maintenance & Support
F-5 Data Migration

Contractor Initials
Date 1/31/19

Computer Square, Inc.
230 MAO LANE, KEASBEY, NJ 08832 USA
TEL: (732)346-0200 FAX: (732)346-0209
http://www.csitech.com

ESTIMATE

Date	Version #
03/22/2019	

Attention To
ADMINISTRATOR Kevin Conner New Hampshire Department of Safety , Email: Kevin.Conner@dos.nh.gov

From
Joe Britt CSI Technology Group , Phone: (732) 346-0200

RE: Open Public Records Act Module (OPRA)

Line Item	Item	Description	QTY	Unit Price	Extension
01	OPRA Module	OPRA Module - Module allows for the tracking and preparation of OPRA requests including redaction and Bates Numbering of responses. - Module interacts with the Police RMS Module - Module allows for preparation and storage of OPRA requests in addition to the Police RMS via Single & Batch Upload process	1	$120,000.00	$120,000.00
02	Discount	Discount on Package Order	1	$-24,000.00	$-24,000.00
03	Maintenance	Maintenance on OPRA Module	1	$16,000.00	$16,000.00

Note:		
	Subtotal	$112,000.00
	Sales Tax (0.0%)	$0.00
	Total	$112,000.00

Contractor Initials VM
Date 11/21/19

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
EXHIBIT B: PRICE AND PAYMENT SCHEDULE

Computer Square, Inc.
830 MAC LANE, KEASBEY, NJ 08832 USA
TEL: (732)346-0200 FAX: (732)346-0209
http://www.csitech.com

ESTIMATE

Date	Version #
02/14/2019	

Attention To	From
ADMINISTRATOR Kevin Conner New Hampshire Department of Safety , Email: Kevin.Conner@dos.nh.gov	Joe Britt CSI Technology Group , Phone: (732) 346-0200

RE: New Hampshire Fusion Center

Line Item	Item	Description	QTY	Unit Price	Extension
01	State iLog Module	Fusion Center iLog - Designed to manage every facet of a Fusion Center's day to day operations - Link Standard Operating Procedures to specific event types - Incoming incidents entered into the iLog can be distributed via e-mail or text message - Master Project Tracking Log to track projects, staff & activities - Track and manage standard Information Requests - Enter preplanned and other large crowd events	1	$130,000.00	$130,000.00
02	State Intelligence Module	Intelligence Module - 28 CFR Part 23 Compliant Module - Gang Member Validation Tools - Link Analysis Integrated - Mapping Integrated - Includes U.S. RISS interface - Includes DIGS interface (HIDTA)	1	$140,000.00	$140,000.00
03	State SAR Module	Suspcious Activity Reporting System - Includes local and regional partner licensing - Includes programming for outward facing for non-government partner agencies - Includes eGuardian / Guardian interface - All searches are exportable in CSV files for easy import into other applications - Can be configured for both Criminal and Homeland Security type Suspicious Activity Reporting	1	$0.00	(included)
04	State Document Repository	Document Repository - Electronic Library for publications produced by the agency	1	$25,000.00	$25,000.00
05	State Major Incident Management	Major Incident Module (MIM) - Module is designed to manage many different types of Major Incidents - Tasks/Assignment tracking - Individual MIM Incidents can be limited to Law	1	$80,000.00	$80,000.00

Contractor Initials
Date 1/21/19

		Enforcement only			
06	DataConversion	Data Conversion Services - MEMEX - Client to provide data for data conversion - Transaction logs from MEMEX will not be converted	1	$75,000.00	$75,000.00
07	Installation	Installation Services - Hardware is NOT provided by CSI - Software installation includes interfaces to eGuardian, RISS, & HIDTA	1	$30,000.00	$30,000.00
08	Training	Training Services - On site training services / 6 days	6	$2,500.00	$15,000.00
09	Discount - 1	Discount - Size of Scale	1	$-99,000.00	$-99,000.00
10	Discount - 2	Discount - Price for Package Order	1	$-99,000.00	$-99,000.00

Note: SARS module included as part of package purchase. Discounts applied to data conversion and installation charges. * This estimate does not include licenses for Microsoft SQL, Operating System or Office Programs.	Subtotal	$297,000.00
	Sales Tax (0.0%)	$0.00
	Total	$297,000.00

Contractor Initials MW
Date 10/7/19

EXHIBIT C
SPECIAL PROVISIONS

Contractor Initials _____
Date 10/21/19

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
EXHIBIT C: SPECIAL PROVISIONS

The terms outlined in the *General Terms and Condition Form P-37* are modified as set forth below:

1. Provision 8, Event of Default/Remedies, is deleted and replaced with the following:

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; and/or
8.1.3 Failure to perform any other covenant, term or condition of the Contract.

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

a. Provide the Contractor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Contractor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Contractor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both;

b. Give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under the Contract 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.

c. 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;

d. Treat the Contract as breached and pursue any of its remedies at law or in equity, or both; or

e. Procure Services that are the subject of the Contract from another source and the 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.

8.3 The Contractor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

8.4 This covenant in paragraph 8 shall survive the termination of this Contract.

2. Provision 10, Termination, is replaced with the following:

10.1 Termination for Convenience.

10.1.1 The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days (or such longer period as the State may determine) written notice to the Contractor. In the event of a termination for convenience, the State shall pay the Contractor the agreed upon price, if separately stated in this Contract, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of

Contractor Initials
Date 11/21/19

termination for which no separate price is stated under the Contract shall be paid, in whole or in part, generally in accordance with Contract Exhibit B, *Price and Payment Schedule*, of the Contract.

10.1.2 During the thirty (30) day period, the Contractor shall wind down and cease Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

10.2 Termination for Conflict of Interest.

10.2.1 The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts. In such case, the State shall be entitled to a pro-rated refund of any current development, support, and maintenance costs.

10.2.2 In the event the Contract is terminated pursuant to a violation by the Contractor, the State shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of a default of the Contract by the Contractor.

10.3 Termination Procedure.

10.3.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the 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.

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

a. Provide the State reasonable post-termination assistance with respect to the services, unless a unique data retrieval arrangement has been established as part of the SLA;
b. Stop work under the Contract on the date, and to the extent specified, in the notice;
c. Promptly, but in no event longer than thirty (30) 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;
d. 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 the Contractor and in which the State has an interest;
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 and the subsequent secure disposal of State data;
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)-approved methods. Certificates of destruction shall be provided to the State; and

h. Provide written Certification to the State that the Contractor has surrendered to the State all said property.

10.3.3 During any period of service suspension, the Contractor shall not take any action to intentionally erase any State data.

10.3.4 In the event of termination of any services or the Contract in entirety for any reason, the Contractor shall provide a copy of all State data to the State, and shall not take any action to erase any State data for a period of 180 days after termination or expiration of this Contract.

10.3.5 This covenant in paragraph 10 shall survive the termination of this Contract.

3. Provision 12, Assignment/Delegation/Subcontracts, is deleted and replaced with the following:

12.1 The Contractor shall not assign, delegate or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least 15 days prior to such transfer, and a written consent of the State. Such consent shall not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void, and may, at the sole discretion of the State, constitute an Event of Default.

12.2 The Contractor shall remain wholly responsible for performance of the entire Contract even if assignees, delegates, or other transferees ("Assigns") are used, unless otherwise agreed to in writing by the State and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date or as otherwise agreed by the State. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, or other transfer shall neither relieve the Contractor of any of its obligations under the Contract nor affect any remedies available to the State against the Contractor that may arise from any Event of Default of the provisions of the contract. The State shall consider the Contractor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

12.3 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.

12.4 The Contractor shall be solely responsible for meeting all requirements, and terms and conditions specified in this Contract, regardless of whether or not a subcontractor is used. The Contractor may subcontract Services subject to the provisions of the Contract, including but not limited to, the terms and conditions in the Contract Agreement. The Contractor must submit all information and documentation relating to the Subcontractor, including terms and conditions consistent with this Contract. The State will consider the Contractor to be wholly responsible for

Contractor Initials
Date 11/27/19

the performance of the Contract and the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

4. Provision 13, Indemnification, is deleted and replaced with the following:

The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) (a) the acts or omissions of the Contractor, (b) the breach of any representation or warranty set forth in this Agreement (including, without limitation, regarding CJIS and NBIRS compliance), or (c) the breach of any of Contractor's duties or obligations arising from or related to this Agreement. 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.

5. Provision 14.1.1, Insurance, is replaced with the following:

14.1.1 Commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $ 2,000,000 per occurrence and $4,000,000 aggregate; and Cyber liability insurance, with limits not less than $2,000,000 per occurrence or claim, $4,000,000 aggregate; and

6. Provision 25, Dispute Resolution, is added as following:

25. Dispute Resolution. 25.1 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. 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 25 shall survive the termination of this Contract.

25.2 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:

25.3 Dispute Resolution Responsibility and Schedule Table

LEVEL	<CONTRACTOR>	STATE	CUMULATIVE ALLOTTED TIME
First	<NAME> <TITLE>	Captain Nathan Noyes	5 Business Days

Contractor Initials _____
Date 1/22/19

		State Project Manager	
Second	<NAME> <TITLE>	Executive Major Matthew Shapiro	10 Business Days
Third	<NAME> <TITLE>	Richard Bailey Assistant Commissioner	15 Business Days

25.4 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.

7. Provision 26, Limitation of Liability, is added as following:

26. Limitation of Liability. Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to the Contractor shall not exceed the total Contract price set forth in Part I – P-37, General Provisions, Block 1.8. 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 26 shall survive the termination of this Contract.

8. Provision 27, Excusable delays and Force Majeure, is added as following:

27. Excusable delays and Force Majeure. Neither the 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. Force majeure 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. Force Majeure events shall not include the Contractor's inability to hire or provide personnel needed for the Contractor's performance under the Contract.

The Contractor shall also not be responsible for Excusable Delays (as hereinafter defined). "Excusable Delays" are delays caused solely by the acts or omission of the State's third party contractors.

9. Provision 28, Venue, is added as following:

Contractor Initials _____
Date 11/21/19

28. Venue. Any action on the Contract may only be brought in the State of New Hampshire, Merrimack County Superior Court.

10. Provision 29, Exhibits/Attachments, is added as following:

29. 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.

11. Provision 30, Audit, is added as following:

30. 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.

12. Provision 31, Records Retention and Access Requirements, is added as following:

31. Records Retention and Access Requirements. The Contractor agrees to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by reference, regarding retention and access requirements, including without limitation, retention policies consistent with the Federal Acquisition Regulations (FAR), including, but not limited to, FAR Subpart 4.7 *Contractor Records Retention.*

The Contractor and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. The 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. The Contractor shall include the record retention and review requirements of this section in any of its subcontracts.

The State agrees that books, records, documents, and other evidence of accounting procedures and practices related to the Contractor's cost structure and profit factors shall be excluded from the State's review unless the cost of any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

13. Provision 32, Accounting Requirements, is added as following:

Contractor Initials _____
Date 11/21/19

32. Accounting Requirements. The Contractor shall maintain an accounting system in accordance with Generally Accepted Accounting Principles. The costs applicable to the Contract shall be ascertainable from the accounting system and the Contractor shall maintain records pertaining to the Services and all other costs and expenditures.

/

Contractor Initials VM
Date 12/20/19

EXHIBIT D
WARRANTY TERMS

Contractor Initials _____
Date 11/21/19

1. WARRANTIES

The Warranties set forth below in this Exhibit D are in addition to, and do not replace, any other warranties set forth in this Contract.

1.1 System

The Contractor warrants that the System will operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

The Contractor warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, and that the Software and the System comply 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, the State may (in addition to any of its other remedies) require:

(a) the correction of program errors that cause breach of the warranty, or if the 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 the 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 the Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to the Contractor for the deficient Services.

1.3 Non-Infringement

The Contractor warrants that it has good title to, or the right to allow the State to use, all Services, equipment, and Software ("Material") 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.

1.4 Viruses; Destructive Programming

The Contractor warrants that the Software shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

1.5 Compatibility

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

1.6 Services

The Contractor warrants that all Services to be provided under the Contract 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.

2. WARRANTY SERVICES

The Contractor shall maintain, repair, and correct Deficiencies in the System Software, including but not limited to the individual modules or functions, during the Warranty Period (as described below) at no additional cost to the State, in accordance with the Specifications and terms of this Contract.

All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by the Contractor no later than five (5) business days, unless specifically extended in writing by the State, at no additional cost to the State.

3. WARRANTY PERIOD

The Warranty Period will initially commence upon the State issuance of a Letter of System Acceptance and will continue for the entire term of the Contract.

Contractor Initials
Date 11/21/19

EXHIBIT E

SOFTWARE SUBSCRIPTION TERMS

Contractor Initials _____
Date 11/20/19

1. LICENSE GRANT

1.1. The Contractor grants the State a nontransferable, royalty-free license ("License") to use the Software furnished to the State under this Agreement as "Software as a Service", software licensed on a subscription basis. The License granted herein shall authorize the State to:

i. access and utilize the Software hosted by a provider of cloud-based solutions hosting (such as Amazon Web Services Government Cloud). The Contractor shall pay all fees associated with this project from the platform host provider;

ii. Utilize the Software for its internal data processing purposes

1.2. **Limitations**: While this agreement covers software programs and the installation thereof, it does not cover the State's hardware engineering or troubleshooting of hardware to connect to a provider of cloud-based solutions hosting unless such hardware was supplied to the State by the Contractor. The Contractor has no responsibility for the operations of the State' network or related equipment.

a. Unless otherwise specified in this Agreement, these Services and Software (as defined below) are for the State's contracted use. The State may use the Services and/or Software solely for the State's internal purposes.

b. Unless otherwise permitted under this Agreement, the State may not modify, copy, distribute, transmit, display, perform, reproduce, publish, sublicense, create derivative works from, transfer, or sell any Contractor's software.

1.4. **Contract Records & Decommission Clause:** The State will own and have all right, title and interest in all data, regardless of media used, including, but not limited to all personal information (including names and contract information), notations, electronic copy of documents and hard copy documents in the Contractor's possession even if such data or other materials was obtained by the Contractor on behalf of the State prior to the effective date of this Agreement (the "Data"). While this Agreement is in force, the State grants to the Contractor a limited, nonexclusive, royalty free license to process and access the Data solely for purposes of Contractor fulfilling its obligations to the State pursuant to this Agreement and for the State's utilization of the System. The Contractor and all of its personnel shall cooperate fully with the State and shall execute such further documentation as the State may request in order to establish, secure, maintain or protect the State's, or its assignee's, ownership in and to the Data and of all rights therein. Furthermore, the Contractor agrees that it shall never provide to any third party access to the Data, unless the State consents in advance in writing (which consent may be withheld for any reason).

a. When in the performance of the contact services the Contractor utilizes passwords or codes for any purpose, at any time during or after the performance of such services, upon written request by the State, and restricted to data and systems used

Contractor Initials _____
Date 11/21/19

by the State related to this Agreement, the Contractor shall make available to the designated the State representative all such passwords and codes

b. Upon Agreement expiration or termination, Contractor shall (at the State's request) provide a copy of the Data to the State in a format accessible by the State, and cooperate with the State to migrate the Data to another system, to minimize the State's access to and ability to utilize such Data.

c. Furthermore, the Contractor shall provide to the State, within thirty (30) days (or such longer period as the State may agree) after Agreement termination or expiration and migration of the data to another system as directed by the State, written confirmation all electronic instances of the State data, including, but not limited to production data, test data, backups, disaster recovery data, shall have been purged, permanently removed or destroyed in a manner consistent with the Contractor's company policy related to such data.

2. SOURCE CODE ESCROW

2.1 Within thirty (30) days after the Effective Date of this Agreement, the Contractor shall deliver to the Escrow Agent a full and complete copy of the then current version of the Source Code. In addition, the Contractor shall, within thirty (30) days after any Major Improvement such as a new version is made available to the State submit the Source Code of such Major Improvement to the Escrow Agent to hold in escrow.

The terms of the Escrow Agreement pursuant to which the Source Code is being held (including the conditions in which the Source Code would be released to the State) shall be subject to the State's approval, which approval shall not be unreasonably withheld.

2.2 All costs and expenses relating to or arising from the Escrow Agreement (including all fees) shall be the responsibility of the Contractor and the Contractor shall pay all amounts in a timely manner (and in any event, on or before the due date therefor).

2.3 The Escrow Agreement shall provide that the Escrow Agent shall provide to the State a copy of the Source Code upon the occurrence of any of the following events:

a. The Contractor ceases to improve, support, or maintain the System as reasonably needed for the State and its intended use;

b. The Contractor breaches its obligations pursuant to this Agreement (including to provide access to the System pursuant to the Uptime Guaranty set forth Exhibit A-4: *Maintenance, Operations and Support Services*, or failing to ensure that the System is compliant with CJIS and NBIRS requirements) and such breach continues and is not remedied by the Contractor pursuant to the terms of this Agreement (provided that if any provision of this Agreement does not provide for a specific cure period, then the Contractor shall be deemed to have thirty (30) days to cure such breach);

Contractor Initials
Date 12/21/19

c. The Contractor fails to fulfill its obligations to maintain the System (including, but not limited to, failing to properly maintain the System for use as intended by the State) as provided in this Agreement;

d. The Contractor becomes insolvent or becomes generally unable to pay its debts or other obligations (including accounts payable) as they become due; or

e. The Contractor files a petition for protection under the US Bankruptcy Code, or an involuntary petition is filed against it and is not dismissed within 60 days.

2.4 The Contractor hereby grants to the State a royalty-free, non-transferable, perpetual license to use the Source Code (in the event that the State receives a copy of the Source Code pursuant to this Agreement and the Escrow Agreement) to use, maintain, improve and otherwise modify the System for the State's use. The State may disclose and provide access to a third-party contractor engaged to assist the State with regard to the State's use, maintenance or improvement the System, provided that such third party contractor agrees in writing to keep confidential the Source Code. The State shall not otherwise disclose the Source Code to any third party for use by such third party or any other third party.

Contractor Initials VM
Date 1/21/19

EXHIBIT F

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

Contractor Initials _____
Date 11/21/19

EXHIBIT F: FBI CJIS SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A- 130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information."

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services

Division, FBI 1000 Custer Hollow Road

Clarksburg, West Virginia 26306

Contractor Initials MM
Date 11/21/19

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 1
EXHIBIT A: SCOPE OF WORK

BUSINESS REQUIREMENTS

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
DISPATCH REQUIREMENTS					
B1.1	The vendor's Dispatch (CAD) and Records Management Systems (RMS) are fully integrated providing but not limited to the following functionality:	N/A	Yes	Standard	
B1.1.1	Each event is automatically assigned a unique identifier by the system which is used to track the record throughout the entire event workflow from initial call intake and or event creation to final event disposition.	M	Yes	Standard	A unique identified number is assigned upon the CFS created. Please refer to Topic 5.
B1.1.2	All event information and data, including updates, must be shared throughout the system (CAD, RMS, Mobile, etc.) without user intervention.	M	Yes	Standard	Any information and data updates will be automaticlly saved and share with users and even saved in Event Log.
B1.2	The system can support the ability to define an organization structure (see RFP Appendix A Background Information, Section A-1) and support the assignment of resources and tracking of events based on this structure.	M	Yes	Standard	A dropdown list supporting the organizaton structure to display and assign unit.
B1.3	The system supports the ability to assign and maintain resources concurrently at multiple levels of the organizational structure.	P	Yes	Standard	A dropdown list in CFS intake window meets this requirement.
B1.4	Assignment of resources to levels of the organizational structure includes assignment start and end dates and retains assignment history.	P	Yes	Standard	Event log funciton records data input and action taken by user, date and time records as well.
B1.5	The system provides flexibility to maintain independent system configurations at the organizational structure level for:	P	Yes	Standard	
B1.5.1	User Roles/Access Control	P	Yes	Standard	CAD provides admin page to maintain this requirement.
B1.5.2	Workflow Rules	P	Yes	Standard	CAD provides admin page to maintain this requirement.
B1.5.3	User Definable Code Table values (i.e. Event Types, Dispositions, etc.)	P	Yes	Standard	With support file providing by State, CSI staff assists this requirement before product delivery.
B1.5.4	Record Keeping (e.g. retention periods, sealing of records, requests for information)	P	Yes	Standard	Any information saved in CFS and action made in CFS is recorded in event log.

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 1
EXHIBIT A: SCOPE OF WORK

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.6	The system provides users access all application functionality from a desktop or laptop computer running Windows v10 when connected to the network.	M	Yes	Standard	CSI CAD is a web-based application for Windows OS.
B1.7	The system provides users access all application functionality from a tablet or cell phone when connected to the network.	P	Yes	Standard	CAD supports Microsoft Surface tablet.
B1.8	The system has the ability to scan barcode information, compliant with 2016 AAMVA DL/ID Card Design Standard, directly from a driver's license, boating education certificate, motor vehicle registration or vessel registration into the appropriate fields within the system.	P	Yes	Standard	E-ticket interface with the law agency's system providing functionality to scan driver's license.
B1.9	The system's ability to scan a license or registration includes virus protection in the bar code reader/scanner.	P	Yes	Standard	Windows sytem virus protector
B1.10	The system has the ability to grant outside agencies (such as County Attorneys Office) temporary access to view (view only access) a specific approved and closed event for a defined time period as a way to electronically disseminate event information.	P	Yes	Standard	InfoRMS meets this requirment by providign the temporary authorization.
B1.11	The system has a user maintainable place to post and share law enforcement bulletins with all system users.	P	Yes	Standard	Infoshare RMS meets this requirement.
B1.12	The system has the ability to attach multiple supporting documents and digital media to events and records such as Word, Excel, PDF, JPG, AVI,MPG, WAV.	M	Yes	Standard	CSI InfoVideo will be prvided to support digital media file uploaded to event. InfoRMS has the ability to attach documents.
B1.13	The system provides users with the ability to open all attachments in their native format.	M	Yes	Standard	Infoshre RMS and InfoVideo meet this requirement.
B1.14	The system has the ability to link to pictures, video and audio files stored in a central repository directly to a event record.	P	Yes	Standard	Infoshare RMS links and manages the attachments.
B1.15	The system allows a user to enter attachment details including but not limited to attachment description, date and time created, and person creating.	P	Yes	Standard	Infoshare RMS meets this requirement. All the information of event is well-organized for user to manage and trace.
B1.16	The system provides users the ability to view a list of all forms and attachments associated with a event.	P	Yes	Standard	This is the standard funtion fo Infoshare RMS.
B1.17	The system allows a user to organize attachments into online folders as part of an event record.	O	Yes	Standard	CSI InfoVideo will be prvided to support digital media file uploaded to event. InfoRMS has the ability to attach documents.

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 1
EXHIBIT A: SCOPE OF WORK

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.18	The system supports the ability enter and maintain a database of court locations and available court dates.	O	Yes	Standard	The support file of court information provided by State saves in RMS database and can be captured by CAD.
B1.19	The system supports the ability to search and identify applicable court location based on event location and displays court name and available court dates to the user.	O	Yes	Standard	Support file provided by State and display by CAD Map Window filtered as a layer.
B1.20	The system provides the ability to indicate if State resource is active or non-active (i.e. retired, no longer employed, etc.)	O	Yes	Standard	Resource is albe to manage in RMS and then captured by CAD.
B1.21	The system provides the ability to hide non-active resources from available resource lists in the user interface but keep them in the system for historical reporting.	O	Yes	Standard	same as above cell
B1.22	The system allows users to access related records within the system (i.e. event reports, arrests, master records etc.).	P	Yes	Standard	All the reports will be managed by RMS and shared to users. CAD displays related event records in related information window.
B1.23	the system supports ability for user to look up Hazardous Materials Safe Distances from Unified Numbering code tables.	O	Yes	Standard	CAD related information window meets this requirement.
B1.24	The system includes a Pawn Shop management function.	O	Yes	Standard	According to customer's support data, InfoRMS can manage the Pawn Shop data.
B1.25	The system includes a Professional Standards (Internal Affairs) management function.	O	Yes	Standard	RMS meets this funtion and accessalbe by CAD.
B1.26	The system includes a Permits and Licensing management function.	O	Yes	Standard	This is the standard funciton of Infoshare RMS.
B1.27	The system supports a permanent training environment that is available 24/7/365 on the most recent production version of the Vendor's solution.	P	Yes	Standard	CSI staff serves as this requirement.
B1.28	The system maintains an audit trail that tracks when users log in or out of the system. Audit trail includes User ID, Date and Time of Activity.	M	Yes	Standard	Event log function meets this requirement.
B1.29	The system allows the user to open multiple windows that persist on the users device/desktop.	P	Yes	Standard	Multiple windows are supported throughout InfoShare CAD and RMS.
B1.30	The systems user interface allows users to open, close, layer or resize windows independently.	P	Yes	Standard	same as above cell
B1.31	The system has a response time of 3 seconds or less when saving input or retrieving data.	P	Yes	Standard	Depending on the internet connection situation of user, and our software and hardware design meets this requirement.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.32	The system supports role based permissions to control user privileges to functional areas of the application as well as Add, Update, View or Modify permissions.	M	Yes	Standard	The admin function meets this requirement.
B1.33	The system allows spell checking of all free text fields throughout the proposed solution.	M	Yes	Standard	CSI utilizes Chrome functionality to meet this requirement.
B1.34	The systems spell checking functionality has the ability turn off auto correct.	P	Yes	Standard	InfoCAD utilizes Chrome spell checking functionality that can be turn on or off by client user.
B1.35	The systems spell checking functionality includes the ability to add words, phrases or acronyms to a shared custom dictionary.	O	Yes	Standard	same as above cell
B1.36	All NIBRS related fields must be NIBRS complaint and include at a minimum all NIBRS required fields and codes per most recent National Incident-Based Reporting System User Manual Version available at: https://ucr.fbi.gov/nibrs/nibrs-user-manual/view	M	Yes	Standard	CSI takes NIBRS starndard as foundation to design CFS intake window and deliveries to our customers.
B1.37	All NCIC related fields must be NCIC complaint and include at a minimum all NCIC required fields and codes per the most recent NCIC Code Manual available at: https://archive.org/details/NCICCodeManual	M	Yes	Standard	NCIC serch function provides user to search by tabs listed as Vehicle, Person, Article, Gun, Boat and Securities. Each tab has the fields for inputing the serching data.
B1.38	The system allows authorized users to create and maintain user defined code table values that can be used throughout the system with vendor assistance.	P	Yes	Standard	CSI staff will provide the service.
B1.39	The system shall include facilities to enable authorized users to create and maintain additional fields for data collection beyond those provided with the vendor's baseline product.	P	Yes	Standard	Information collected and fields are customizable as forms within CFS description field. The event number is created upon initialing an event and sent to RMS. Please refer to Topic 5 for more informatnion.
B1.40	The system shall allow authorized users to define and change the size, location, or label of the User Defined fields with vendor assistance..	P	Yes	Standard	CSI will assist State staff to meet the requirement.
B1.41	The system shall allow authorized users to hide User Defined fields that may not be in use and recall them later.	P	Yes	Standard	CSI will assist State staff to meet the requirement.
B1.42	The system provides users with a visual indicator of defined mandatory fields.	M	Yes	Standard	System marks (Req.) along with the mandatory field. In eTicket fucntion, mandatory filed marks

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.43	If mandatory fields are not completed the system allows the user to save but not submit the record and will highlight the mandatory fields not completed as part of the validation process.	M	Yes	Standard	The data input in fields will be prompt saved. A pop up notification and/or field highlight will notify user.
B1.44	The system incorporates a responsive user interface allowing content to expand and contract depending upon the window size and display resolution of the devices accessing the proposed solution.	P	Yes	Standard	CAD is the web-based product that conducts the Responsive web design which is an approach to web design that makes web pages render well on a variety of devices and window or screen sizes.
B1.45	The system supports a touch screen user interface.	P	Yes	Standard	CSI solution supports Microsoft Surface tablet.
B1.46	The system allows for configuration of a standard home screen at the organizational level.	O	Yes	Standard	Home screen is set and able to fit organization's need.
B1.47	The system has the ability to lock its graphical user interface for an individual user.	O	No	Not Available	Our User-interface is friendly designed and approved by many users. Please take a chance to try it.
B1.48	The system provides the ability to print any of the screens to a printer.	P	Yes	Standard	Each screen can be printed with port setting by customer.
B1.49	The system provides the ability to use standard time or military time as determined by the Agency.	P	Yes	Standard	CAD will dispay time exactly as the windows system time.
B1.50	The system provides the ability to configure the time format (standard or military) used on individual reports.	P	Yes	Standard	Time format is configurable wih CSI staff assistance.
B1.51	The system shall provide an easy access toolbar that allows the user to perform common functions such as exit current window, add a new report, view audit trail, modify or delete current record, or find a record.	P	Yes	Standard	CSI designed Graphical User Interface that provides easy access to our products. Please see the CAD appendix.
B1.52	The system provides type-ahead functionality in all fields populated by code tables.	P	Yes	Standard	Fields are present the data defined in code tables.
B1.53	The system provides the ability for users to cut, copy and paste information to and from any fields.	P	Yes	Standard	This is the standard fucntion providing to all our customers.
B1.54	The system includes a Help menu for all screens and forms accessible via the mouse and/or hotkeys.	P	Yes	Standard	The help function displays on main widnow and accessible via the mouse and/or hotkeys.
B1.55	The system provides searchable electronic help documentation on how to use the software.	P	Yes	Standard	The PDF file provides the user guide within the system.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.56	The Help system shall provide a comprehensive online Help index.	P	Yes	Standard	InfoShare online help meets this requirement.
B1.57	The Help system supports the ability for the state to add agency defined procedures based on event type and keyword that is available to CAD, RMS and Mobile users.	P	Yes	Standard	Regarding to support file provided by Agency, InfoShare online help meets this requirement.
B1.58	The system allows for the capture and use of electronic signatures in a secure manner.	P	Yes	Standard	Infoshare RMS provides the function that assists the user for process the approval process and document approval process.
B1.59	The system allows for use of electronic signatures on forms and reports.	P	Yes	Standard	Infoshare RMS providing the funciton meets this requirement.
B1.60	All Address input fields should be broken out into separate fields as defined in the Data Dictionary as Address Data Fields.	P	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.61	The system supports jurisdictional dispatch by state defined and maintained geographical areas for each individual Unit (i.e. Troop Stations A-G, Marine Patrol, Fish and Game, etc.).	P	Yes	Standard	With support file providng by user, unit will be classified under the jurisdicciton and/or department.
B1.62	The system allows assignment and reassignment of Primary Resource between Units, Specialty teams and jurisdictions (i.e. Troop to Troop, State Police to Marine Patrol, or Troop to Specialty Unit).	P	Yes	Standard	The resources are able to assigned as the reinforcement to the resources has been assigned to an event.
B1.63	The system provides the ability for users to assign multiple resources to an event.	M	Yes	Standard	this is the standard function providing to our customers.
B1.64	The systems event intake screen includes but is not limited to the fields described in the Data Dictionary as CAD Event Data.	M	Yes	Standard	The fields are well-described and please refer to Appendix-II Infoshare CAD Highlight
B1.65	The systems Required fields to create an initial event record on the call intake screen are Event Address or Location, Resource and Event Type.	M	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.66	Any authorized user can review open events, retrieve a partial event record, and complete the event entry.	P	Yes	Standard	Our main window displays tabs as my in progress CFS, my pending CFS and etc. those can be filtered by status buttons.
B1.67	The system provides the ability to view a summary of all system-wide, partially-completed events being held and awaiting completion.	M	Yes	Standard	the events will be listed and categorized by our function in main window.
B1.68	The system supports custom defined event types at the Unit and Specialty Team levels.	M	Yes	Standard	Event types can be defined by user and it has been done as many requirements.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.69	The system configuration allows specific Unit or Specialty Team defined event types to be shown as the primary event types with access to all other event types as secondary.	O	Yes	Standard	With the support file from State, our function will meet this requirement.
B1.70	The system allows event priority to be automatically set by event type with the ability for user to override the priority.	O	Yes	Standard	With the support file from State, our function will meet this requirement.
B1.71	The system allows assignment of Agency defined Call Source for each event (i.e. E911, phone, walk in, email, etc.)	P	Yes	Standard	CFS source is definable.
B1.72	The system supports a call being initiated by receiving text messages.	O	Yes	Standard	The inerface will be done with Agency's message reporting system.
B1.73	The system supports linking caller to an existing person record or adding a new person record.	P	Yes	Standard	The call informaiton will be collected and "Caller" tab allows user to add a new person.
B1.74	The systems user interface supports shorthand / Command Line event entry using defined codes.	P	Yes	Standard	this is the standard function in our product line.
B1.75	The systems Command Line entry includes command line format prompts when typing.	P	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.76	The system includes an interface to receive ANI/ALI data and to populate the data into the CAD event.	P	Yes	Standard	Incoming call tab show the informaiton from ANI/ALI data that pre-filled in caller information whe initiate the new CFS.
B1.77	The system can capture and add to the event the location of a Landline or Fixed Location VOIP call including the physical address, the name of the account holder, call back phone number and response agencies for law enforcement, fire, and EMS at that location through use of an Emergency Service Number (ESN)	O	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.78	For a cell phone call the system can capture and add to the CAD event either the physical address (if Advanced Calling in turned on) or the GPS location (latitude/longitude) of the caller, call back number, Telco ID and cellular tower address.	O	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.79	When a cell phone call is received the wireless call location shall be plotted on the map by X Y coordinates.	O	Yes	Standard	Please refer to Appendix-II Infoshare CAD Highlight
B1.80	The system includes ability to create and maintain custom location fields for the CAD event screen to support Units such as Marine Patrol, Fish & Game, etc. that have Lakes/Bodies of Water, Mountains, Hiking Trails, etc. as valid locations.	P	Yes	Standard	This information can be defined in address type dropdown list.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.81	The system supports a roster of on duty resources with indication of current status.	M	Yes	Standard	the unit list is displayed with status in the CFS intake window.
B1.82	The systems duty roster can support display of Trooper Name, ID #, Unit, Specialty Team, duty status, location and patrol assignment.	P	Yes	Standard	the location of units is able to be displayed on map and unit is displayed with ID, name, status and assigned CFS.
B1.83	The systems duty roster includes times that resources are scheduled to be on and off duty.	O	No	Custom	InfoRMS personnel module has this function but not in CAD.
B1.84	The system supports ability to change the status of multiple resources at one time.	P	Yes	Standard	A pop up is for dispatcher to select units and change status by one click.
B1.85	The systems duty roster can support one click to identify all Specialty Team Members availability and display Trooper Name, ID #, Unit, Specialty Team, duty status, location and patrol assignment.	P	Yes	Standard	the dropdown list will classify the team members and a check box for one click to display the availability.
B1.86	The system includes a display of active events that can be sorted by jurisdiction or multiple jurisdictions.	M	Yes	Standard	The main window provides the funciton to sort out the CFS by number, type, locaiton, status and etc.
B1.87	The system provides the ability for authorized users to view the history of a CAD event including history of all updates and prior values of changes made.	P	Yes	Standard	User is able to open a event with all the information updated and changes have been made by uers to this event. The event log records the action and important data changes form initiating to disposition.
B1.88	The system provides visual and audible alerts to notify CAD and Mobile users of new CAD events.	M	Yes	Standard	CAD provides the system information Maintenance to config the audible/visual alert to CAD and mobile users.
B1.89	The system provides ability for user to select which visual and audible alerts are received by Jurisdiction.	P	Yes	Standard	the configuration meets this requirement.
B1.90	The system allows agency defined disposition types.	P	Yes	Standard	When an event disposes with a report in need, it well be sent to RMS for user to update the disposition types.
B1.91	The system allows authorized users to enter multiple dispositions.	P	No	Custom	In need of purpose/scenario from user for developing this feature. Since the report is possible required to dispose the event, the workflow from CAD to RMS would be changed.

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 1
EXHIBIT A: SCOPE OF WORK

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.92	The system provides the capability to close out a CAD event without assigning a resource, if it is determined that event does not require the assignment of a resource(s).	P	Yes	Standard	this is the standard funtion in our CAD.
B1.93	The system supports ability to configure system such that entering of a disposition automatically closes the call.	P	Yes	Standard	the complete of entering of a disposition to the existing event will close the event.
B1.94	The system has the capability of imbedding agency driven Standard Operating Procedures and Pre-Arrival Questions within the CAD system based on event type.	P	Yes	Standard	CAD has this function, the SOP file is a PDF format.
B1.95	Standard Operating Procedures and Pre-Arrival Questions are presented to the user as soon as event type is selected.	P	Yes	Standard	CAD has this function, the SOP file is a PDF format.
B1.96	The system allows users to modify the event type and view the updated response plan information, standard operating procedures and pre-arrival question based on the new event type.	P	Yes	Standard	CAD has this function, the SOP file is a PDF format.
B1.97	When network connectivity is lost the mobile system supports ability to complete events in progress and creation of new events while working offline and has the ability to sync offline work when connection is reestablished.	M	Yes	Standard	MDT is able to process the event during the offline.
B1.98	The system supports display of Vehicle Location as an interactive layer on its mapping solution.	P	Yes	Standard	The map window has layer function to display the all vehicle location, on duty, or off duty.
B1.99	The system supports multi-unit proximity/closest unit recommendations based on resource location.	P	Yes	Standard	this is the standard function in CAD.
B1.100	The systems AVL product supports capability for dispatch to override proximity/closest unit recommendations.	P	Yes	Standard	this is the standard function in CAD.
B1.101	The system supports an interface to an external Automated Vehicle Location (AVL) system.	P	Yes	Standard	The InfoCAD AVL for MDT is provided.
B1.102	The system supports capture of Vehicle Location information through the Mobile hardware/software configuration.	P	Yes	Standard	Map widnow displays unit location through the GPS.
B1.103	The system provides the ability to enter common street alias and abbreviations instead of the actual street name (e.g. MLK for Martin Luther King Blvd).	P	Yes	Standard	CSI designed a table structure (master location) to meet this requirement. The support file is needed from State.
B1.104	The system shall use National Emergency Numbering Association standards in location records.	P	Yes	Standard	This is the standard fucntion providing to all our customers.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.105	The system shall provide address validation functionality using Coding Accuracy Support System (CASS) with the ability for user to override the validation.	P	Yes	Standard	There is "Verify Location" function in system for user to verify location based on our master location ability.
B1.106	The systems address verification response time must be less than three seconds.	P	Yes	Standard	CSI utilizes Google map service and the performace sometimes depends on the internet connection at the moment.
B1.107	The system initiates address verification immediately when the address is entered into the system, not at end of event entry.	P	Yes	Standard	CSI utilizes google map service to verify the address.
B1.108	The system provides a visual indicator if the address is/is not valid.	P	Yes	Standard	CSI utilizes google map service to verify the address.
B1.109	The system provides facilities to retrieve and store latitude and longitude coordinates when an address is validated.	P	Yes	Standard	CAD saves the event's lat/lon and address text.
B1.110	The system provides a list of the closest addresses if an invalid address is entered.	P	Yes	Standard	Master location auto complete function meets this requirement
B1.111	The systems user interface provides the ability to enter a partial street name, with a minimum number of characters, and be presented with a list of possible matches to pick from for an exact match.	P	Yes	Standard	CSI utilizes Google map service to validate the street name and provid possible matches to user.
B1.112	The systems user interface provides the ability to enter a misspelled street name and be presented with a list of possible matches based on SOUNDEX6 and/or other methodology.	P	Yes	Standard	CSI utilizes Methodology from Google Map.
B1.113	The system supports location based Hotspot Notifications to both CAD and mobile units.	P	Yes	Standard	The Map window provides the hotspot function in both CAD and MDT application.
B1.114	The system has the ability to display historical event information based on a configurable date range or geo-area range for a location.	P	Yes	Standard	My Recent CFS tab providing the dropdown list for user to config a range to display the historical events. The related information window displays the recent event of the incident location.
B1.115	The system has the ability to display information specific to individuals at the location, including, but not limited to:	P	Yes	Standard	Currently, we have six related sections. They are Flag, Hazmat, Premise, Associate Contact, Alarm and Related CFS. Required related-information can be imply via RMS and display on CAD.
B1.115.1	Warrants on file	P	Yes	Standard	
B1.115.2	Serious medical information	P	Yes	Standard	
B1.115.3	Impairments	P	Yes	Standard	
B1.115.4	Potential dangers to first responders	P	Yes	Standard	

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.116	The system supports functionality to check for duplicate events.	P	Yes	Standard	CAD is able to check events by user's requirement and condition.
B1.117	The system can identify during the creation of a CAD event whether the event is a potential duplicate of an active CAD event or an event recently closed; and, shall notify the call taker of the results.	P	Yes	Standard	This is our standard function. Time and proximate location are condisered.
B1.118	The system will cross-reference duplicate events to the primary event records and provide the option to leave both events open, merge events or abandon processing of the duplicate event.	P	Yes	Standard	The user is able to link event to another.
B1.119	The system stores all transactions resulting from the duplicate event detection process in the system's audit log.	P	Yes	Standard	the event log saves the transactions.
B1.120	The system supports entry of BOLO (Be-On-Lookout) notifications to Mobile and RMS.	M	Yes	Standard	BOLO data is shared to all the center and MDT user.
B1.121	The system will automatically search the BOLO list when the user enters a license plate into the system.	P	Yes	Standard	The BOLO list saved in RMS is able to be searched by CAD.
B1.122	The system supports ability to alert Mobile and RMS resources of a BOLO by both visual and audible alert when a new BOLO notification is received.	M	Yes	Standard	The notification will prompt display on the screen.
B1.123	The system supports ability for resources to acknowledge receipt of BOLO notifications with receipt recorded in the CAD system as part of the BOLO record.	P	Yes	Standard	The BOLO can be flagged read or unread.
B1.124	The system supports ability for RMS and Mobile users to see a list of un-acknowledged, unexpired BOLO notifications.	P	Yes	Standard	BOLO records can be set in a period of time to read by users.
B1.125	BOLO notifications shall include all necessary information as described in the Data Dictionary under the Be On Lookout section.	P	Yes	Standard	The data of BOLO will save in RMS with necessary information.
B1.126	The system supports expiration of BOLO (Be-On-Lookout) notifications based on a period of time including hours and days.	P	Yes	Standard	BOLO is able to be set based on the hours and days.
B1.127	The system supports cancelation of BOLO (Be-On-Lookout) notifications.	P	Yes	Standard	User is able to modified BOLO information including delete and cancel.
B1.128	The system supports an automated tow rotation with multiple location zones defined by geographical area.	P	Yes	Standard	CSI take tow truck as a unit can be dispatched on CFS screen.
B1.129	The systems tow rotation supports companies that have specific specialties in various zones (i.e. AAA, Heavy Equipment, etc.).	P	Yes	Standard	With the support file from State, CAD is able to comply this requirement just like the police zone function.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B1.130	The systems tow rotation supports user defined parameters for tow service specialties as defined in the Data Dictionary as Tow Rotation Data.	P	Yes	Standard	CSI takes tow units like police units to meet this requirement.
B1.131	The systems tow rotation supports authorized users ability to place canceled tow calls back at top of rotation.	P	Yes	Standard	This is the standard function of police unit and so will imply with tow unit.
B1.132	The systems tow rotation supports authorized users ability to override next tow company in rotation if a specific tow is required.	P	Yes	Standard	the dropdown list will meet this requirement.
B1.133	The systems tow rotation supports ability for user to make notations in tow requests.	P	Yes	Standard	the function is able to meet in CFS intake window.
B1.134	The system supports ability to assign a status to a tow company including Active and Suspended.	P	Yes	Standard	Status fucntion meets this requirement.
B1.134.1	Active status - company appears in tow rotation.	P	Yes	Standard	same as above cell
B1.134.2	Suspended status - tow company does not appear in rotation.	P	Yes	Standard	same as above cell
RECORDS MANAGEMENT REQUIREMENTS					
B2.1	The system supports the ability to create an event type that does not display as an active dispatch event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.2	The system shall allow users to reopen an event to perform event updates, attach files, add narratives, run reports.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.3	The system provides the ability for users to assign a resource as the Primary Resource on an event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.4	The system provides the ability to add multiple resources to an event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.5	The system includes the ability to assign an event status from a list as defined by the Agency or Unit.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.6	The system provides the ability to assign a person type based on an agency defined list (e.g. Victim, Suspect, Offender, Witness, etc.) to a person or organization.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.7	The system provides the ability to assign multiple person types to the same individual in one event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.8	The system has the ability to create associations between Person Records (i.e. Spouse, Parent, Daughter, Son, Friend, Associate, etc.)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.9	Persons and Organizations can be associated with multiple offenses in an event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.10	Within an event the system allows establishing the relationship of victim to offender.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 1
EXHIBIT A: SCOPE OF WORK

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.11	The system supports NIBRS compliant victim types.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B2.12	When querying, entering or editing a name within and event, the system shall inform the user of any existing outstanding warrants, events, active civil papers, or alerts within in the system for that person.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.13	The system provides ability to create and print Wanted Posters associated to a person record in MS Word and PDF formats.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 19
B2.14	The system provides ability to create and print Missing Persons Poster associated to a person record in MS Word and PDF formats.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 19
B2.15	The system has the ability to connect property to a person and an offense.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.16	Within an event the system allows users to attach multiple offenses and loss codes to a single piece of property or evidence.	P	No	Csutom	Need to require more information to meet customers' need
B2.17	The system allows reports, witness statements, pictures, video and other documents to be associated with one or more events.	p	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 18, Area 19
B2.18	The system allows users to link associated events.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.19	The system allows users to create assignments within a event (such as assisting resources).	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.20	The system the ability for Event Type to drive the appearance of specific NIBRS compliant fields on the Event input screen.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B2.21	The system has the ability to backfill Person & Vehicle data from interface with NH SPOTS system.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.22	The system allows user to override information backfilled from queries.	P	Yes	Standard	intake form not send for approval yet
B2.23	The system provides the user with the ability to track a closed event with property pending disposition.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3, Area 4
B2.24	The system supports creation and maintenance of an Agency or Unit defined list of paperwork that should be completed based on disposition type entered that the user can view from the event screen.	O	No	Custom	Need to require more information to clarify the requirements
B2.25	The system utilizes Master Records to eliminate redundant data entry by allowing the reuse of previously stored information.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.26	All master record fields must be NIBRS and NCIC complaint and include at a minimum all NIBRS and NCIC required fields and codes.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.27	The system provides a Master Person Records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.28	The system provides a Master Organization Records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.29	The system provides a Master Vehicle Records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.30	The system provides a Master Location Records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.31	The system provides a Master Property Records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.32	The system supports Master Records that include the data elements as defined in the Data Dictionary as Master Records Data.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.33	The system shall allow the user to associate multiple Master Records with an event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.34	When a user is entering a new record in an event the system will search the appropriate Master Record to determine if a matching record already exists.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.35	The system provides the user with the option to choose a record from a list of possible matching existing records or to add a new Master Record.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.36	Upon selecting an existing master record the information can be back filled into an event without retyping it.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.37	If no matching record exists then the information entered into the event will create a new Master Record.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.38	Master Record information may change over time. The system provides the ability to update Master Records and to view the history of information changed or updated.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.39	When querying a Master Record, the system shall provide a user with the ability to view all related records except for those Master Records designated by authorized users as confidential	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.40	The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Record.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 2
B2.41	The system has the ability to designate and segregate confidential events.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.42	The system allows confidentiality to be controlled on the Event or resource level.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.43	The system supports sealing of all records when ordered by judicial authority.	P	Yes	Standard	The CSI's InfoShare™ RMS is designed to support inter-agency data sharing and can support the operations of the various law enforcement and prosecutorial agencies in the state. Today, many police departments in New Jersey are electronically submitting files and records to the county prosecutor and InfoShare™ is supporting the case management of many county agencies.
B2.44	Events marked as confidential display a visual indicator to the user that the event is confidential.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.45	The system provides the ability to flag individual aspects of a event as non-releasable.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.46	For Event level confidentiality the entire event, including related Master Records, can be isolated and hidden from users other than the Unit or Specialty Team that created it.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.47	The system supports the ability to set a flag and notify a user when any person, vehicle or location that is part of a confidential event is searched or entered as part of another event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.48	The system supports the ability for the lead investigator of the confidential event to set the notification flag with a modifiable start and end date range to behave in one of three ways:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.48.1	1) Silent flag: The Lead Investigator in charge of the confidential event will be made aware of any contacts in the system that have been made with any individuals involved in the confidential event via email and/or text message to the lead investigator. The user that searched the event or individual is unaware of this notification.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.48..2	2) Limited Disclosure: The user that initiated the search or made contact with the individual in the confidential event will see a visual flag that indicates a confidential contact has been made and instructions to contact the lead investigator will be displayed (e.g., Confidential Investigation - contact Trooper Smith at 518-555-5555). The Lead Investigator in charge of the confidential event will be made aware of the contact via email and/or text message.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.48.2	3) Full Disclosure: The CAD or RMS user that initiated the search or made contact with the individual in the confidential event will see a visual flag that indicates a confidential contact has been made and will have access to a specific narrative field in RMS for the purpose of describing the nature of the event. Instructions to contact the lead investigator will be displayed (e.g., Confidential Investigation - contact Trooper Smith at 518-555-5555). The Lead Investigator in charge of the confidential event will be made aware of the contact via email and/or text message.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.49	The system provides ability to set a reminder for the event lead investigator and/or unit commander to review Flag settings.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.50	The system provides the ability for the lead investigator to select the method of contact between lead investigator and the user who initiated the search or contact when setting a flag (i.e. User dashboard in RMS and/or email or text massage).	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.51	When a user is authorized to see a confidential event, they can see all information about associated resources involved in the event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.52	When a user is not authorized to see a confidential event, they may see only information about resources in the confidential event that exist in other non-confidential events.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.53	Confidential information will remain confidential until such a time that an authorized user releases the information.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.54	Confidential information attached to a confidential event must be released individually by an authorized user.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.55	When a confidential event is adjudicated and the final disposition is issued RMS supports the following:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.55.1	a. The event owner can release the bulk of the event (all discoverable materials) to the general records.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.55.2	b. The event owner is given the option to hold back any information that may be used in future investigations.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.56	The system shall supports ability to create a custom, searchable list of offenses based on rules defined by NIBRS/UCR and the States RSAs, Uniform Crime Table (UCT) and Administrative Rules.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.57	The system provides for the collection of the arrest information described in the Data Dictionary as Arrest Information.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 6
B2.58	When ink and paper is utilized, the system has the ability to print and pre-fill DJCS and FBI fingerprint cards utilizing data captured during arrest processing.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.59	The system includes the ability to enter and maintain information about any weapons involved in the arrest.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 6
B2.60	The system can distinguish juvenile arrests records from adult arrest records.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 17
B2.61	The system allows access to juvenile records to authorized users.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 17
B2.62	The system provides safeguards including visual alerts to prevent the unintentional release of protected juvenile arrest information.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 17
B2.63	The system provides a narrative function that allows authorized user(s) to add multiple narratives to events.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.64	The system allows unlimited text in narratives.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.65	The system allows multiple users to add multiple separate narratives to a single record.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.66	The system allows definition of narrative type.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.67	Each narratives shows the user that added it and time stamps the initial add time and last update to the narrative.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.68	The system allows the user to title narratives.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.69	The system allows the user the ability to create a hyperlink in the narrative section to forms, attachments, files and other RMS events.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.70	The system shall allow users to lock and submit individual narratives for approval in the workflow.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.71	The system workflow allows authorized users to approve individual Narratives.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.72	The system shall allow formatting of narrative text, including font, size, bullets, align left, align right, align center, underline, bold, and italic.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.73	The system shall allow cut, copy, paste, and undo functions within the narrative text.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 10
B2.74	The system issues a unique identifier for each warrant.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.75	The system creates a link between a warrant and an event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.76	The system allows the user to populate a warrant with information from the related event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.77	The system allows for the documentation of information for warrants as defined in the data dictionary.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.78	The system provides the ability to search for photos based on demographics of the persons record.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.79	The system has the ability to select and print specific photos from mug shot query return:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 19
B2.79.1	Eight, all on one page	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 19
B2.79.2	Eight, each on an individual page	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 19
B2.80	The system has the ability to determine which position a suspect should be located in the lineup.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.81	The system has the ability to save line-ups.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B2.82	The system has the ability to associate saved line-ups with a event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.83	The system allows users to create business rules to define workflows.	P	Yes	Standard	Workflow and Report approvals: We have found it important and quite beneficial that we offer three different models of Approval by the senior officers in a given agency. Some Agencies have a policy whereby only the specific Supervisor (e.g. Sergeant or Lieutenant) can approve an officer's police report in the RMS. Some, on the other-hand, allow a "pool" of supervising officers to review/approve a given police report. This avoids the "My boss is on vacation" scenario. We also offer a hybrid process that allows for pool-approval on an exception basis.
B2.84	The system allows workflow steps to include approval of specific elements of an event.	M	Yes	Standard	We also offer a hybrid process that allows for pool-approval on an exception basis.
B2.85	The system provides users a dashboard to view and search for all events by status.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.86	The system has the ability to create automatic reminders to users regarding updates based on event status and submission due dates as defined by the Agency.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.87	The system allows for approvers to include notes to submitter as part of the review process.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.88	The system maintains a workflow history within the system for an agency defined timeframe.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 4
B2.89	Queries to State, Local and Federal databases through defined interfaces can be accepted and backfilled into an event.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.90	The system provides the ability to initiate query's from data within the system.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.91	The system has the capability to backfill queried information retrieved from State, Local and Federal databases into events.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.92	When multiple search results are received, the user can select which result to backfill into the Event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.93	Upon entry of an query associated with an event the system shall initiate an automatic query to the RMS Database, DMV records and non criminal history query to Federal Databases. (note: No automatic federal criminal history checks are included)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.94	The system supports ability to initiate a query to the RMS Database, DMV records and non criminal history query to Federal Databases by scanning a license and/or registration.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.95	The system has the ability to drill down on query results.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B2.96	The Citation module of the Records Management System shall be used to issue traffic and criminal citations, warnings and field contacts.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.97	The system includes the ability to link a single or multiple citations to an event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.98	The system includes an agency defined table of fees for each violation.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.99	The system has the ability to customize the citation fields and verbiage to meet State of New Hampshire guidelines.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.100	The system has the ability to print a citation on a thermal printer.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.101	The system shall allow the user to associate multiple digital images and documents with each Citation record.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 18, Area 19
B2.102	The system shall allow Violation records associated with a Citation to be modified.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.103	The system shall support the calculation and recording of fees assessed for the violations associated with each citation.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 8, Area 9
B2.104	The system provides ability to create assignments that may be stand- alone (i.e. details, checkpoints, administrative relays, critical infrastructure checks, or speech assignments) or conducted within an event (i.e. investigative lead, area search for evidence, or K9 search)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.105	The system allows user to link an assignment directly to a event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.106	The system provides workflow allowing for the assigned individual to document the outcome and status of the assignment.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.107	The system provides the ability for the state to define a list of assignment types.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.108	The system provides assignment description field.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.109	The system creates a unique number for each assignment.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.110	The system can denote the user initiating the assignment and the user or users assigned.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.111	Assignments include identification of assignment sponsor.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.112	The system can maintain a history of assignments.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.113	Assignments include ability to expire an assignment type such that it is no longer available to be associated with a current assignment.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.114	The system provides for creating recurring assignments.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 3
B2.115	The system provides the ability to categorize, document, track, and inventory property and evidence from initial entry through disposition.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.116	The system permits detailed information to be maintained as described in the Data Dictionary as Evidence Records Data.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.117	The system has ability to create an automated evidence number, or to allow user to define a number manually.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.118	The system provides a mechanism to prevent duplicate use of a user assigned alphanumeric property identifier within the same event.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.119	The system shall allow users to print property labels that include bar codes identifying the property, time and date stamps.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.120	The system is able to group property so as to not exceed NIBRS maximum. If property items will exceed NIBRS maximum group like items together; e.g., if a event includes twenty pieces of jewelry group the jewelry together as one item listed as "20 pieces of jewelry" with a value equal to the total value of the 20 pieces of jewelry	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.121	The system provides the ability to backfill Evidence screens from resources associated with a event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.122	The system shall allow an item of property or evidence to be released to an authorized individual or entity for official purposes (e.g., District Attorney, Lab, etc.).	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.123	The system shall maintain the chain of custody for evidence.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.124	The system allows the user to backfill information from previous entries when entering multiple pieces of evidence for a event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.125	The system allows authorized users to print copies of the chain of custody for each event and for individual property items.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.126	The system supports agency defined evidence storage locations.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.127	The system provides an audited method or mechanism for conducting a physical inventory of all items assigned to a storage location, including multiple nested levels: (e.g., Vault, Area within Vault, Shelf, Sub-Section of Shelf).	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.128	The system includes timers and notifications, based on agency defined criteria (e.g., to notify appropriate users when property is eligible for release, sale, or destruction).	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.129	The system supports the transferring of multiple items of property from one event at a time.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.130	The system supports the transferring of multiple items of property from multiple events at one time.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.131	The system supports the updating of disposition for multiple items of property at one time.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.132	The system will allow for multiple defendants to be linked to a single piece of evidence.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.133	The system supports transferring/linking items of property to another event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.134	The system allows property to be associated with multiple events.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.135	The system supports grouping and ungrouping of multiple items of property.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7
B2.136	The system provides a mechanism to prevent the duplicate entry of the same item of property within a event.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 7, Area 2

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B2.137	The system includes the ability to maintain information relating to State of New Hampshire resources as described in the Data Dictionary as Resource Information Data.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.138	The system provides ability to maintain records on all the training courses offered by the Agencies utilizing the system.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.139	The system provides ability to create and maintain scheduling of course classes.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.140	The system provides ability to maintain records of employees whom have attended training classes and attained certifications.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.141	The system provides ability to enter and maintain the course information and attendee information as described in the Data Dictionary as Training Records Data.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.142	The system has ability to accept and track training requests from resources.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.143	The system has a multi level approval process for training requests.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.144	The system can send notification emails to approvers as part of the approval process.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.145	Users can view training requests and status of where requests are in the approval process.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.146	The system supports ability for a course/instructor evaluation to be completed.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
B2.147	System can track and report what students are coming up for recertification based on course recertification period.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 22
MOBILE REQUIREMENTS					
B3.1	The system supports all system functionality with a Responsive UI through a laptop mobile device.	M	Yes	Standard	This is the sandard feature our MDT.
B3.2	The system is browser based.	P	Yes	Standard	MDT is also the web-based application.
B3.3	The system supports completing work in progress when network connectivity is lost and has the ability to sync offline work when connection is reestablished.	M	Yes	Standard	MDT provides Offline Mode that user is able to edit the event data and sync back to database when internet connected.
B3.4	The system supports two way messaging between dispatch and the mobile user in real time.	P	Yes	Standard	the information is synchronized between CAD and MDT.
B3.5	The system supports ability for multiple users to update the same event simultaneously.	M	Yes	Standard	Authorized Users are able to update event data in both CAD and MDT.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B3.6	The system provides an the ability for users to select which auditable or visual alerts they receive for new events based on organizational structure.	P	Yes	Standard	CAD admin component can configure auditable or visual alerts of event, BOLO, and chat message.
B3.7	The system supports defaulting arrest location to current GPS location and allows the user to override the location.	P	Yes	Standard	we provide AVL interface based on GPS sources as com, garmin, network and udp. The location can be defaulted via GPS source and updated by user.
B3.8	The system provides a day/night mode for mobile users.	P	Yes	Standard	MDT provides Day/Night mode as a standard feature.
MAPPING REQUIREMENTS					
B4.1	The system supports integrated mapping in CAD, RMS and Mobile functions.	M	Yes	Standard	
B4.2	The system supports ESRI mapping standards.	P	Yes	Standard	Our mapping interaced with Google Map Service which is compatiable to many 3rd party mapping services.
B4.3	The system automatically displays the call location on a map.	P	Yes	Standard	When user initializes a new event by receiving a call, the location of event will be automatically displayed on the map.
B4.4	Upon assignment of a resource to a new event the mapping system will:	P	Yes	Standard	
B4.4.1	Automatically create a route on the map, including turn-by-turn directions.	P	Yes	Standard	This function is availabe and the user can turn on/off the route function manually.
B4.4.2	Zoom to the nearest level while allowing both the call location and the current location to be visible on the map.	P	Yes	Standard	We ensure this feature by utilizing Google map service.
B4.4.3	Rotate map to heading.	P	No	Custom	Will provide separate quoataion if needed
B4.5	Mapping will indicate time to destination.	P	Yes	Standard	We ensure this feature by utilizing Google map service.
B4.6	Mapping will notify the user if the unit deviates from the path drawn by the map.	P	No	Custom	Will provide separate quoataion if needed
B4.7	Mapping will center map display on the vehicle location and destination based on user input.	P	Yes	Standard	The "follow me" button provides this feature, and user is able to turn it on/off.
B4.8	Mapping will automatically provide a visual or audio indication when the unit comes within a defined and configurable distance to the event location.	P	No	Custom	Will provide separate quoataion if needed

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B4.9	Mapping system supports quick navigation of the map display to manually search addresses.	P	Yes	Standard	We ensure this feature by utilizing Google map service.
B4.10	The system supports mapping of Hotspot Notifications.	P	Yes	Standard	HeatMap button supports this feature by capture event data from Master Name Index and Master location.
B4.11	The system supports geofencing to designate jurisdictions and proximity/closest unit recommendations.	P	Yes	Standard	the map is able to displays all unit that supports dispatcher's decision making.
B4.12	The system supports the ability for individual users to select which map layers, including agency ESRI layers, to view directly through the user interface.	O	Yes	Standard	We have experience on interfacing 3rd party mapping layers with our CAD mapping. The filter funciton is able to display different levels of object.
REPORTING REQUIREMENTS					
B5.1	The system supports reporting that includes all data and user defined fields across the entire system.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.2	The system provides the ability to define standard reports.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Area 25
B5.3	Standard reports can be run based on a schedule or run on demand.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Area 25
B5.4	The system shall provide a Report Preview window that includes scrolling, printing, exporting, and zooming functions.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 25
B5.5	The system provides ad hoc reporting functions that allow the user to create, customize, and save reports for future use without requiring programming or coding.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.6	The proposed solution provides the ability to create agency defined forms that can be filled out within the system.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.7	The system provides the ability to create graphs, maps, and timelines.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 25, Area 26
B5.8	Reporting supports export of report results to the following formats .CSV, .PDF, MS Excel, MS Word, XML, MHTML, PowerPoint, TIFF, PNG, JPEG, GIF file.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.9	The system provides a user defined dashboard to access predefined and user-defined reports available in the system.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Area 25
B5.10	The system includes NIBRS reporting that is compliant with the current NIBRS Reporting standards available at: https://ucr.fbi.gov/nibrs/nibrs-user-manual/view	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B5.11	The system supports designation of offenses as NIBRS offenses.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B5.12	If an event is an NIBRS event, NIBRS required fields should be highlighted – do not let user submit the report until all NIBRS required fields are filled in.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B5.13	Do not enforce NIBRS rules for non-NIBRS events	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B5.14	The system supports marking an event/event as "Unfounded" indicating that the event is not a crime and not reportable to NIBRS. If event was submitted to NIBRS before Unfounded status was indicated, the system must send a Delete request to NIBRS for the Unfounded report.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B5.15	The system supports ability to associate towns with ORI's (Originating Agencies).	M	Yes	Standard	Infoshare fulfills the requirement
B5.16	The system supports marking an event as "Other Agency Assist" indicating that the event is an assist to another LE agency – to eliminate double count on NIBRS reports. When checked, do not enforce NIBRS rules or report events to NIBRS.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 5
B5.17	The system provides Analytics and Management Reporting supporting DDACTS (Data-Driven Approaches to Crime and Traffic Safety).	P	Yes	Standard	Infoshare fulfills the requirement
B5.18	The system has the ability to generate ad hoc reports that show statistical data and predictive analysis on crimes concerning the frequency and the distribution of crime throughout the jurisdiction reporting districts.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 25
B5.19	The system supports recording and manage accident-related data.	P	Yes	Standard	Infoshare fulfills the requirement
B5.20	The systems accident reporting is compliant with Model Minimum Uniform Crash Criteria (MMUCC) standards version 4.	P	Yes	Standard	Infoshare fulfills the requirement
B5.21	The systems accident reporting is compliant with Model Minimum Uniform Crash Criteria (MMUCC) standards version 5.	P	Yes	Standard	Infoshare fulfills the requirement
B5.22	In addition to MMUCC Compliant data the crash report shall include data fields as defined below:	P	Yes	Standard	Infoshare fulfills the requirement
B5.22.1	Crash Data Recording Complete (Y/N)	P	Yes	Standard	Infoshare fulfills the requirement
B5.22.2	Scene Mapped (Y/N)	P	Yes	Standard	Infoshare fulfills the requirement
B5.22.3	Accident Reconstruction Performed (Y/N)	P	Yes	Standard	Infoshare fulfills the requirement

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B5.22.4	Vehicle Autopsy Complete (Y/N)	P	Yes	Standard	Infoshare fulfills the requirement
B5.23	The system allows the authorized user to perform ad hoc query searches of all database records or any combination of records within the system with an internal query tool.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.24	The system has a response time that allows completion of data searches by the user within 5 seconds.	M	Yes	Standard	Yes, with limited number of return records
B5.25	The system shall restrict search results based on user role security.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.26	The system allows for exact matches of specific data or data meeting a range of parameters including greater than, less than, between, contains, and/or, wildcard and fuzzy search.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.27	The system includes all free text fields in searches and results.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.28	The system supports search of attachments by keyword.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.29	The system shall support the ability to include data in user defined fields in search results.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.30	The system allows for advanced search capabilities including, but not limited to, the following:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.30.1	Soundex search on all names, monikers and aliases	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.30.2	Phonetic replacement in name searches	P	No	Not Available	
B5.30.3	Diminutive and common variations on names (e.g. Bill for William)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.31	The system provides the ability to print search results.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.32	The system ad hoc query capability allows the user to choose fields, apply filters and define the sort order of results.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.33	The system supports the export of search results in standard formats including but not limited to text delimited, comma delimited, HTML, PDF, Excel and Word.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.34	The system has the ability for users to name and save queries for future use.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1
B5.35	The system allows a user to copy an existing query and rename it.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B5.36	The system alerts users with a audible and visual indication to the presence of active warrants when conducting a search of the defendant, associated persons, vehicles, vessels, and property.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 11
B5.37	The system provides for the ability to limit searches based on geographical proximity (i.e. within 30 miles of a specified location).	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 26
B5.38	The system has the ability to provide redaction functionality to remove Juvenile and CJIS information from reports and queries prior to publication.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
B5.39	The system includes rules based redaction functionality.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
B5.40	The system includes manual redaction functionality.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
B5.41	The system provides the ability to designate a event as "no media" preventing its release to media outlets.	P	Yes	Standard	Infoshare fulfills the requirement
B5.42	The system provides a visual alert to the user that a event is designates as no media.	P	Yes	Standard	Infoshare fulfills the requirement
B5.43	The system allows users to create a "redline" or draft version of the redaction of reports within the system.	P	Yes	Standard	Infoshare fulfills the requirement
B5.44	The system allows a supervisor to review draft redactions via workflow.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
B5.45	The system allows users to save the redacted versions of reports and queries.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
B5.46	The system allow printing of a redacted record.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 13
SYSTEM INTERFACES					
B6.1	The system can interface to the below Federal and National systems in conformance with the systems standard interface protocol:	N/A	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.1.1	The system shall use the **Coding Accuracy Support System** (CASS) for address verification. **Type of Interface:** SOAP over https, schema available upon request **Frequency:** On demand **Trigger:** User enters an address into the system **Volume:** High, peak times in the hundreds per hour **Error Handling:** Recommended address is returned **Opportunity to Change:** None	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.2	The system to interface with the federal **Bomb Arson Tracking System** (BATS). The State Police Explosive Disposal Unit uses BATS for event management, but the incident information is not accessible to the rest of the Division, and technicians end up performing double entry into the existing CAD/RMS. The US Bomb Data Center recently modernized BATS to include a Web-Services process to capture data from other record management systems. NH SP would like very much to be on the cutting edge of this effort, with the Division of Fire Safety interested in using the same interface for the Arson portion of BATS. **Type of Interface:** web service under development **Frequency:** Daily, or possibly on demand **Trigger:** Automated nighty batch, possibly by user action	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.1.3	Vendor's system shall query the **LeadsOnline** nationwide database LeadsOnline is a technology service helping law enforcement catch criminals while helping businesses reduce the hassles of reporting. The State Police have a few subscriptions to this service they would like to leverage from within the RMS system. LeadsOnline customer service has confirmed they have an API that takes certain person identifier(s) and returns true/false if there a matching record, but the type of interface and schema were not yet available. http://www.leadsonline.com **Type of Interface**: Unavailable at this time **Frequency**: On demand **Trigger**: User enters person identifer(s) or selects existing record containing indentfier(s) **Volume**: Low, a few queries per day **Error Handling**: Unavailable **Opportunity to Change**: Dependant on LeadsOnline	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4	Federal Motor Carrier and related systems:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.1	Federal Motor Carrier Safety Administration Portal	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.2	Query Central	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.3	Safety and Fitness Electronic Records (SAFER)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.4	INSPECT (commercial motor vehicle inspection reporting)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.5	ASPEN	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.6	A&I (Analysis and Information)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.7	Compliance , Safety, Accountability (CSA)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.1.4.8	Commercial Drivers License Information System (CDLIS)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.9	Inspection Selection System (ISS)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.4.10	Past Inspection Query (PIQ)	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.5	Federal Explosive Ordinance Disposal (EOD) programs.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.6	MEMEX Patriarch Intelligence System to identify if a person is in the Memex database. All searched must be recorded in the system.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.7	CrimeNtel intelligence system.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.1.8	Federal Traffic Incident Management System (TIMS) for statistical reporting of crash data.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2	The system supports a standard XML Web Service inbound and outbound interface that can be either real-time or scheduled to interface with internal State of NH Systems or external systems identified below:	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.1	The system shall query and process responses from the **State Police Online Telecommunications System** (SPOTS). SPOTS is the clearing house for Criminal Justice Information in New Hampshire, connecting to the FBI's **National Crime Information Center** (NCIC), non-profit **National Law Enforcement Telecommunication System** (NLETS), the **New Hampshire Judicial Branch** (NHJB), Department of Safety's **Criminal History Records** (CHR) and **Sex Offender Registry** (SOR), and the New Hampshire **Division of Motor Vehicles** (DMV) Driver (VISION) and Registration Records (MAAP). Computer Professionals of Illinois (CPI) has published an Interface Specification for OpenFox Markup Language (OFML) that is utilized by all end points. The responses include text that can be used in law enforcement decisions, and XML that can be used to populate fields within the vendor's system. The XML responses depend on the type of query; Criminal History responses will comply to CHIEF, driver responses contain DMV-specific XML from VISION, and vehicle plate responses contain DMV-specific XML from MAAP. The Vendors system should also support sending BOLO information to SPOTS. **Type of Interface:** XML over TCP/IP, examples and schemas available upon request **NIEM Specifications:** Criminal History Information Exchange Format (CHIEF), Collaboration between AAMVA and Nlets for Driver License Exchange (CANDLE) **Frequency:** On demand **Trigger:** User search on person related fields such as last name date of birth, DL number, and/or license plate **Volume:** High, peak times in the hundreds per hour **Error Handling:** None **Opportunity to Change:** Possible	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.2	Vendor's system shall subscribe to and comply with the Uniform Charge Table (UCT). The NH State Attorney General's Office publishes a table of uniform charges that Law Enforcement can bring against Defendants based on the Statutes written into law by the Legislature. Vendor's system will present the list of charges to Law Enforcement for when they are generating a Complaint that will be filed in Court. The XML also contains a list of sentence enhancer and inchoate statues that can be used as modifiers to UCT codes. In addition, the UCT XML contains a mapping from NH RSAs to the codes used by the National Incident-Based Reporting System (NIBRS), which is crucial for reporting records to the FBI. **Type of Interface:** XML over Secure FTP, schema see Attachment E NH Uniform Charge Table schema **Frequency:** Quarterly with occasional hot releases **Trigger:** Email notification to Dispatch **Volume:** 4,000 charges per release, grow only **Error Handling:** None **Opportunity to Change:** None	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.3	The system shall accept event information from **Valor CAD** used by the Bureau of Emergency Communications (E911). The Division of State Police are replacing Valor CAD/RMS with the vendor's system, but E911 is keeping Valor CAD. Some events created by E911 will be transferred to the vendor's system using a subset of the Automatic Location Identification (ALI) data exchange format published by the **National Emergency Number Association** (NENA). **Type of Interface:** ALI data exchange over TCP/IP, format available upon request **Frequency:** On demand per call type coming into E911 **Trigger:** E911 Dispatcher takes a call that needs to go to State Police Dispatch, and clicks a button **Volume:** Medium, potentially several per hour **Error Handling:** E911 Dispatcher delivers location information verbally to SP Dispatcher **Opportunity to Change:** None	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
86.2.4	The system shall accept motor vehicle events from the State Police Electronic Ticketing (eTicket) application. The State Police have a proprietary application to issue motor vehicle citations roadside, which are all violation level complaints. Some events will develop into misdemeanor level or above and need to be filed with the Courts instead of the DMV. eTicket will call a vendor supplied web service containing the Defendant information and violation level charges to be escalated in RMS. **Type of Interface:** SOAP over https, possibly using Charging Service Specification from it.ojp.gov/GIST **Frequency:** On demand **Trigger:** A motor vehicle complaint is created by a Trooper who then clicks a button in eTicket to transfer the event to RMS **Volume:** Low, potentially one per day State-wide **Error Handling:** Offline machines will need to cancel the motor vehicle compliant and create a new event in RMS **Opportunity to Change:** Yes, the interface has not been built yet	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.5	Vendor's system shall interface with the **State Police Electronic Ticketing Server (ETS)** for checkups, warnings, and violations. In addition to violation level complaints, eTicket also issues checkups and warnings roadside, all of which are later transferred to ETS for long term storage. When filling out a criminal complaint, it is important for the user to know how many times a Defendant was stopped by the State Police. The SPOTS interface will return convictions from either the DMV or Criminal History, but citations in progress, checkups, and warnings are stored only by ETS. This interface could take a search-only approach where the vendor's system calls a web service with appropriate parameters to find these items, or a transfer-all approach where ETS sends all the data collected each day to the RMS. **Type of Interface:** SOAP or SFTP, possibly using Charging Service Specification from it.ojp.gov/GIST **Frequency:** On demand for search-only, or nightly batch for transfer-all **Trigger:** A user is searching in RMS for a particular Defendant **Volume:** Medium, potentially several per hour **Error Handling:** Offline machines will need to cancel the motor vehicle compliant and create a new event in RMS **Opportunity to Change:** Yes, the interface has not been built yet	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.6	The system shall provide interface to **State Police Crash Records Management System (CRMS)** compliant with Model Minimum Uniform Crash Criteria (MMUCC) standards. MMUCC 4th edition compliance is mandatory, MMUCC 5th edition compliance preferred. Interface to include unique event number and event data to the State Police Crash Records Management System (CRMS). The State Police have a proprietary application to enter crash reports roadside, and Troopers type the event number at the beginning of each report. Instead, CRMS will call a vendor supplied web service with appropriate parameters to locate the event number that was assigned to the crash event by the vendor's system. Along with the event number, there will be other event information available such as police notified date time. **Type of Interface:** SOAP over https, schema to be developed **Frequency:** On demand **Trigger:** A motor vehicle accident event is created and assigned to a Trooper who then clicks a button in CRMS **Volume:** Low, several crashes per day State-wide **Error Handling:** Offline machines will obtain a event number over radio or phone, and type into CRMS **Opportunity to Change:** Yes, the interface has not been built yet	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.7	Interface to Beyond 2020 NIBRS repository Crime Insight Version 2.5.2.2. Beyond 2020 is currently developing an XML Web Service for interfaces.	M	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.8	Bidirectional xml interface with Justice Tracks version 3.8 (Crime Lab and Evidence Management software) which is web based with an SQL backend.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.9	Bidirectional, interface with AFIS (Automated Fingerprint Identifications Systems) LiveScan Machines.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.10	Karpel - Prosecutor by Karpel - supports NIEM conforming web services interface.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
B6.2.11	ICS compliant interface with WEBEOC (HSEM Emergency Management Platform).	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.12	NH Alerts and mapping solution to import road closures and detours.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.2.13	Overhaul - tracks NH Oversize Load permits, etc. for DMV and Troop G	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.3	The system supports import of GIS data and metadata from a data repository to support mapping of events.	P	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.4	The system has an interface with a standard scheduling application(IntelliTime).	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.5	The system has an interface to send basic event information (people, vehicles, etc.) to IA Pro to reduce redundant entry.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.6	The system supports an interface to Boater Education system to validate Boat Ed Certificates. Currently hosted by Kalkomey.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.7	The system supports an interface to Body/Dash Cam Video Systems and Storage Repository	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.8	The system has an interface IMC's CAD to transfer calls and share call data for reporting purposes.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.9	The system has an interface to ImageTrend Fire and EMS RMS.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.10	The system supports an interface with a Permits and Licensing application.	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
B6.11	The system can interface with BARD (Boating Accident Reporting Database) - reports boat accidents to Coast Guard .	O	Yes	Standard	Please refer to Apeendix I -Infoshare RMS Highlight, Area 1, Integration
TECHNICAL REQUIREMENTS					
GENERAL SPECIFICATIONS					
T1.1	Ability to access data using open standards access protocol (please specify	M	Yes	Standard	SSL V2/V3; TLS 1.2
T1.2	Data is available in commonly used format over which no entity has exclusive	M	Yes	Standard	InfoShare solution complies with this
T1.3	Web-based compatible and in conformance with the following W3C	M	Yes	Standard	It's the standard built in InfoShare solution.
T1.4	Data is National Information Exchange Model (NIEM) compliant.	M	Yes	Standard	It's the standard built in InfoShare solution.
T1.5	Vendor is able to support conversion of States data from legacy system.	P	Yes	Standard	InfoShare is premium expert on data conversion.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
APPLICATION SECURITY					
T2.1	The proposed solution fully complies with FBI CJIS Security Policy V 5.6 or most recent policy at http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.2	When CJIS data is in transit the data is encrypted using FIPS 140-2 certified encryption with a minimum cipher key strength of 128 bits.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.3	When CJIS data is at rest the data is encrypted according to the standard in requirement A2.2 above or using FIPS 197 certified encryption with a minimum cipher key strength of 256 bits.	M	Yes	Standard	It's the standard built in InfoShare solution.
T2.4	The proposed solution supports National Institute of Standards and Technology (NIST) Digital Identity Guidelines 800-63.	P	Yes	Standard	Our application supports retriving information from NIST files.
T2.5	The proposed solution supports Microsoft Active Directory authentication.	P	Yes	Standard	It's the standard built in InfoShare solution.
T2.6	Enforce unique user names.	M	Yes	Standard	InfoShare completed this requirement.
T2.7	Enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide *User Account and Password Policy*	M	Yes	Standard	InfoShare completed this requirement.
T2.7.1	Enforce the use of complex passwords for general users using capital letters, numbers and special characters in accordance with DoIT's statewide User Account and Password Policy.	M	Yes	Standard	InfoShare completed this requirement.
T2.7.2	Encrypt passwords in transmission and at rest within the database per FBI CJIS Policy V5.6 or most recent.	M	Yes	Standard	InfoShare completed this requirement.
T2.7.3	Minimum password length is ten characters.	M	Yes	Standard	InfoShare completed this requirement.
T2.7.4	Passwords must contain three of the following four: Uppercase Character(s) Lowercase Character(s) Number(s) Non-alphabetic special character(s) such as @, &, %, !	M	Yes	Standard	InfoShare completed this requirement.
T2.7.5	Passwords must not contain parts of the user name.	M	Yes	Standard	InfoShare completed this requirement.
T2.7.6	Maximum password age is 90 days. Minimum password age is 1 day.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.7.7	Enforce password history, 5 passwords remembered.	M	Yes	Standard	InfoShare solution complies with this requirement.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T2.7.8	Account lockout threshold is 4 invalid attempts.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.7.9	Reset Account Lockout counter after 60 minutes.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.7.10	Account lockout duration is 60 minutes.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.7.11	Includes a change password function that allows the user to change their login password without System Administrator intervention.	M	Yes	Standard	InfoShare completed this requirement.
T2.8	Verify the **identity or authenticate** all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	InfoShare completed this requirement.
T2.9	Verify the **identity and authenticate** all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	InfoShare completed this requirement.
T2.10	Provide the ability to limit the number of people that can grant or change authorizations at the user and database levels.	M	Yes	Standard	InfoShare completed this requirement.
T2.11	The proposed solution shall allow the System Administrator to set up agency defined user, role, unit and group based permissions.	M	Yes	Standard	InfoShare completed this requirement.
T2.12	The proposed solution shall provide authorized users the ability to review at any time the user role, unit and group permissions granted within the system.	P	Yes	Standard	InfoShare completed this requirement.
T2.13	The proposed solution shall provide authorized users the ability to grant and remove temporary access to individuals outside of the agency to a specific case.	P	Yes	Standard	InfoShare completed this requirement.
T2.14	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.15	Ensure application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	M	Yes	Standard	InfoShare provides the applications that fully tested.
T2.16	The application shall not store authentication credentials or sensitive data in its code.	M	Yes	Standard	This is the standard and regulation in CSI.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T2.17	Log all attempted accesses that fail identification, authentication and authorization requirements.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.18	The application Audit Log shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	P	Yes	Standard	InfoShare solution complies with this requirement.
T2.19	All Audit logs must be kept for an agency definable time period.	M	Yes	Standard	InfoShare solution complies with this requirement.
T2.20	Autorized State users will have direct access to logs.	P	Yes	Standard	InfoShare solution complies with this requirement.
T2.21	Subsequent application enhancements or upgrades shall not remove or degrade security requirements without prior agreement by the State.	M	Yes	Standard	InfoShare completed this requirement.
HOSTING - CLOUD					
T3.1	Vendor shall provide an ANSI/TIA-942 Tier 3 Data Center or equivalent. A tier 3 data center requires 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3) Concurrently maintainable site infrastructure with expected availability of 99.982%	M	Yes	Standard	AWS operates Data Centers in alignment with the Tier 3+ guidelines. We can build highly resilient systems in the cloud by employing multiple instances in multiple Availability Zones and data replication to achieve extremely high recovery time and recovery point objectives, as well as service availability of 99.999% and more. Availability Zones located in AWS Regions (physical locations) consist of one or more discrete data centers, each of which has redundant power, networking and connectivity, and is housed in separate facilities. Each Availability Zone (AZ) has multiple Internet connections and power connections to multiple grids.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T3.2	Hosted solution must be SSAE 16 or SSAE 18 certified.	P	Yes	Standard	The AWS cloud infrastructure has been designed and managed in alignment with regulations, standards, and best-practices including SOC 1/SSAE 16/ISAE 3402, SOC 2 and SOC 3, PCI DSS Level 1, ISO 27001, FedRAMP, DIACAP/FISMA, ITAR, FIPS 140-2, CSA and MPAA
T3.3	Hosted environment must be located in United States.	M	Yes	Standard	Availability Zones (AZ) located in AWS Gov (US) Regions
T3.4	Hosting environment must be fully CJIS compliant with FBI CJIS Security Policy V 5.6 or most recent policy at http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view .	M	Yes	Standard	AWS services support customer CJIS requirements by addressing the CJIS Security Policy Areas. AWS infrastructure and services have been reviewed by state and federal law enforcement agencies, which confirm AWS's competence in supporting customer CJIS workloads
T3.5	Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M	Yes	Standard	AWS VPC, EC2 Instances, S3, Elastic Load Balancer, etc. with management console
T3.6	The Vendor's hosted solution shall include all test, training and production environments of the system.	M	Yes	Standard	Production environment + Staging/Training environments
T3.7	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center	M	Yes	Standard	AWS GovCloud Data Center
T3.8	The monthly patching is the minimum and patching for high vulnerabilities should be done immediately after release.	M	Yes	Standard	CSI complies with this requirement.
T3.9	Vendor shall monitor System, security, and application logs.	P	Yes	Standard	CSI cmplies with this requirement.
T3.10	Vendor must monitor the application and all servers.	M	Yes	Standard	CSI cmplies with this requirement.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T3.11	The system shall support the ability to create backups without interrupting normal operations.	M	Yes	Standard	This is the industry standard that CSI follows and completes from long time ago.
T3.12	Vendor shall manage daily backups, off-site data storage, and restore operations.	M	Yes	Standard	This is the industry standard that CSI follows and completes from long time ago.
T3.13	The system shall retain all records entered for the life of the system, in order to enable comprehensive searching and information access.	M	Yes	Standard	By utilizing AWS cloud service, the requirement is complied.
T3.14	The Vendor shall provide the State with a personal secure FTP site to be used by the State for uploading and downloading files if applicable.	P	Yes	Standard	CSI will mainten the SFTP site(s) for data uploading and downloading
T3.15	At the State's option, authorized third parties may be given limited access by the Vendor to certain levels of the System.	M	Yes	Standard	Per requests
T3.16	At a minimum, the System should support this client configuration; I3, 4GB RAM, Windows 10 or above, IE9 but capable of running IE11 and Edge and Minimum of MS 2010 if there is any office integration	P	Yes	Standard	Definitely yes but only partial functions running the Edge
T3.17	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN)	P	Yes	Standard	Per requests
T3.18	The Vendor shall report any breach in security in conformance with State of NH RSA 359-C:20. Any person engaged in trade or commerce that is subject to RSA 358-A:3, shall also notify the regulator which has primary regulatory authority over such trade or commerce. All other persons shall notify the New Hampshire attorney general's office.	M	Yes	Standard	Will follow 359-C:20 Notification of Security Breach Required
DISASTER RECOVERY					
T4.1	Vendor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire.	M	Yes	Standard	The AWS cloud supports many popular disaster recovery (DR) architectures
T4.2	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs outlined in the RFP.	P	Yes	Standard	Will be provided with production environment build-up

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T4.3	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	P	Yes	Standard	Base on AWS services
T4.4	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes	Standard	CSI complies with this requirement.
T4.5	Scheduled backups of all servers must be completed regularly. At a minimum, host servers shall be backed up nightly, with one daily, one weekly, and one monthly backup stored in a secure location to assure data recovery in the event of disaster.	M	Yes	Standard	Daily backup + WeeklySnapshots of AWS EBS volumes + back up into S3
T4.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Yes	Standard	In different AWS regions/AZ/EBS
T4.7	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	P	Yes	Standard	Real time data syncnization + Transaction logs backup in different volume
NETWORK ARCHITECTURE					
T5.1	The Vendor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this RFP, adequate performance is defined as 99.982% uptime, exclusive of the regularly scheduled maintenance window.	M	Yes	Standard	AWS GovCloud Services
T5.2	The Vendor shall provide network redundancy deemed adequate by the State by assuring redundant connections provided by multiple Internet Vendors, so that a failure of one Internet connection will not interrupt access to the State application.	M	Yes	Standard	AWS HA connectivity
T5.3	The Vendor' network architecture must include redundancy of routers and switches in the Data Center.	M	Yes	Standard	HA connectivity within AWS base on AWS VPC
HOSTING SECURITY					
T6.1	The Vendor shall employ security measures ensure that the State's application and data is protected.	M	Yes	Standard	CSI will provide the required service.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T6.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes	Standard	InfoShare solution complies with this requirement.
T6.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection.	M	Yes	Standard	InfoShare completed this requirement.
T6.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability.	M	Yes	Standard	CSI will review and test the entire system to ensure State's HW, SW, and its related data assets.
T6.5	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.	M	Yes	Standard	CSI will provide the required service.
T6.6	The Vendor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Vendor' hosting infrastructure and/or the application upon request.	M	Yes	Standard	CSI will provide the required service.
T6.7	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M	Yes	Standard	CSI will provide the required service.
T6.8	The Vendor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	M	Yes	Standard	CSI will provide the required service.
T6.9	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	Yes	Standard	CSI will provide the required service.
T6.10	The Vendor must provide reports to the Project Manager on a quarterly basis to validate that redundancy is in fact in place and backup/restores are functioning.	M	Yes	Standard	CSI will provide the required service.
SERVICE LEVEL AGREEMENT					

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T7.1	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within thirty (30) days of release by their respective manufacturers.	M	Yes	Standard	By utilizing AWS cloud service, the requirement is complied.
T7.2	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes	Standard	By utilizing AWS cloud service, the requirement is complied.
SUPPORT & MAINTENANCE REQUIREMENTS					
T8.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard	CSI will provide the required service.
T8.2	The Vendor shall maintain the hardware and software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard	With system grows during application lifetime, AWS services upgrade means more service charges. It should be consider in hosting estimate (add %)
T8.3	The Vendor's support and maintenance includes all test, training and production environments of the system.	M	Yes	Standard	CSI will provide the required service.
T8.4	The Vendor will not be responsible for maintenance or support for software developed or modified by the State.	M	Yes	Standard	InfoShare solution complies with this requirement.
T8.5	The Vendor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard	By utilizing AWS cloud service, the requirement is complied.
T8.6	The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M	Yes	Standard	CSI will provide the required service.
T8.7	For all maintenance services calls and system failures, The Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by.	M	Yes	Standard	CSI will create account(s) and open InfoTracker system for State's Project Manager to manager all work orders about bug fix, update and enhancement

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T8.8	The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, twenty four (24) hours per day and seven (7) days a week, three hundred sixty five (365) days a year with an email / telephone response within fifteen minutes.	M	Yes	Standard	CSI will provide the required service.
T8.9	The Vendor response time for support shall conform to the specific deficiency class as described below: a. Severity Level 1 is defined as urgent situations, when any part, portion, or module of the system is down and New Hampshire is unable to use the system. b. Severity Level 2 is defined as a critical software system component(s) that has significant outages and/or failure precluding its successful operation. The system may be operational but is severely restricted (for example, credentials cannot be opened). c. Severity Level 3 is defined as a minor problem that exists with the system but the majority of the functions are still usable and some circumvention may be required to provide service. d. Severity Level 4 is defined as a very minor problem or question that does not affect system function (for example, the text of a message is worded poorly or misspelled). e. Unusual Circumstances: Any issue/problem that may possibly endanger New Hampshire technical environment will receive immediate remedial action from the Vendor technical support staff with immediate notification to the New Hampshire IT staff.	M	Yes	Standard	CSI will provide the required service.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T8.10	As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following: a. Severity Level 1 - Upon notification of a severity level 1 problem, the Vendor will make every attempt to respond as soon as possible with the expectation that the response be within 15 minutes. The Vendor will resolve Severity Level 1 problems within four (4) hours unless the Vendor has notified New Hampshire of the reason for the delay and New Hampshire approves the delay. b. Severity Level 2 - Upon notification of a severity level 2 problem, the Vendor will make every attempt to respond as soon as possible with the expectation that the response be within 30 minutes. the Vendor will resolve Severity Level 2 problems within six (6) hours unless the Vendor has notified New Hampshire of the reason for the delay and New Hampshire approves the delay. c. Severity Level 3 - the Vendor will resolve Severity Level 3 problems as quickly as possible, which on average should not exceed thirty business days. d. Severity Level 4 - The Vendor will work with New Hampshire to determine the appropriate turn-around time for Severity Level 4 problems.	M	Yes	Standard	CSI will provide the required service.
T8.11	The Vendor shall use change management policy and procedures for notification, documentation and tracking of change requests, updates as well as critical outages.	M	Yes	Standard	CSI will provide the required service.
T8.12	The Vendor will give two weeks prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard	CSI will provide the required service.
T8.13	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard	CSI will provide the required service.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T8.14	The Vendor will reserve and make available to State of New Hampshire twenty (20) hours of Programmer Services per month for each month this Agreement is in effect. "Programmer Services" are in relation to State specific consultation services, assistance with custom reports, interfaces, etc. In the event that the number of hours for Programmer Services defined above is not required in a given month, the unused hours can be applied to subsequent months with a maximum accrual being eight (8) months, or a maximum accrual of one hundred and sixty (160) hours.	P	Yes	Standard	20 hours/month, Max 160 hours/year Programmer Services Hours should be consider in Maintenance charge
T8.15	The Vendor shall support the State of New Hampshire in any data conversion to a replacement system in the future to include but not limited to: providing data dictionaries, data exports, assisting with data extracts to 3rd party test environments, user acceptance test environments and production environments. Provide prompt research and response to data extract issues.	P	Yes	Standard	Data conversion will be charged seaprately
T8.16	The State will have a seat at Vendor's user group to provide a voice in future system enhancements and releases.	P	Yes	Standard	CSI will provide the required service.
APPLICATION SECURITY TESTING					
T9.1	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	M	Yes	Standard	InfoShare solution is fully tested and will be tested again before deliverable and implement.
T9.2	Provide the State with validation of 3rd party security reviews -performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field)	M	Yes	Standard	CSI will provide the required document.
T9.3	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M	Yes	Standard	CSI will provide the required document.
T9.4	Vendor shall provide documented procedure for migrating application modifications from the User Acceptance Test Environment to the Production Environment.	M	Yes	Standard	CSI will provide the required document.
STANDARD TESTING					

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T10.1	The Vendor must test the software and the system using an industry standard and State approved testing methodology as more fully described in Appendix G-2 Testing Requirements of the RFP.	M	Yes	Standard	CSI will comply with the requirement.
T10.2	The Vendor must perform application stress testing and tuning as more fully described in Appendix G-2 Testing Requirements of the RFP.	M	Yes	Standard	CSI will comply with the requirement.
T10.3	Vendor shall perform external and internal penetration testing at least annually and after any significant infrastructure or application upgrade or modification.	M	Yes	Standard	CSI will comply with the requirement.
T10.4	The Vendor must support a User Acceptance Test (UAT) environment for the State of New Hampshire to conduct full acceptance testing of the applications, modules, interfaces, etc.	M	Yes	Standard	CSI will comply with the requirement.
T10.5	The Vendor must support Day in the Life Testingin the (UAT) environment for the State of New Hampshire to conduct Day in the Life Testing as described in Appendix G-2 Testing Requirements of the RFP.	M	Yes	Standard	CSI will comply with the requirement.
T10.6	The Vendor must provide documented procedure for how to sync Production with a specific testing environment.	M	Yes	Standard	CSI will provide the required document.
T10.7	The vendor must define and test disaster recovery procedures.	M	Yes	Standard	CSI will comply with the requirement.
PROJECT MANAGEMENT					
T11.1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	M	Yes	Standard	CSI will participate the meeting.
T11.2	Vendor shall provide Project Staff as specified in the RFP.	M	Yes	Standard	CIS will provide the document.
T11.3	Vendor shall submit a finalized Work Plan within thirty (30) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than *every two weeks.*	M	Yes	Standard	CIS will provide the document.
T11.4	Vendor shall provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.	M	Yes	Standard	CIS will provide the document.

Req #	Requirement Description	Criticality	Contractor's Responsibility	Delivery Method	Comments
T11.5	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation. (Define how- WORD format- on-Line, in a common library or on paper)	M	Yes	Standard	Common library

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 2
EXHIBIT A: SCOPE OF WORK

HOSTED SOLUTIONS POLICY

Item	Contract Requirements
Availability	• Availability percentage must exceed 99.9% • Must specify how percentage is calculated • Must specify compensation if availability fails
Data Preservation	• If the contract is terminated either by the Contractor or the State, • The Contractor must be obligated to preserve data and provide it to the State in an agreed upon format within 90 days.
Physical	• Dedicated data center facility at specified location • Facility with redundant, tested disaster recovery site • Video surveillance of facility and perimeter • Humidity and temperature control • Raised floor • UPS and generator system with on-site fuel storage of a minimum of 36 hours for the generator • Fire detection and suppression systems • Equipment and systems in access-controlled areas • Facility designed to withstand environmental damage such as from fire, floods, and hurricanes • Asset management system in place
Personnel	• Background checks required • Physical and electronic access based on least privilege • Signed computer use agreement, refreshed annually • Cybersecurity awareness training, refreshed annually • Personnel with access to unencrypted CJI data shall conform with in-force CJIS Security Policy requirements.
Network	• Unnecessary ports & services blocked via a firewall at the perimeter edge • Redundant environment and connectivity • Segregation (isolation) of state traffic • Network traffic encrypted per in-force CJIS Security Policy requirements • Remote access via State-provided VPN using Advanced Authentication per in-force CJIS Security Policy requirements • Intrusion Detection/Prevention sensors • IPS, FW and Servers reporting to a monitored security information and event management (SIEM) platform • Change control process in place to track all updates • External scanning for network vulnerability assessment
	• Access restricted by authorized personnel • Non-public data shall be encrypted per in-force CJIS Security Policy requirements at rest and in transit

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 2
EXHIBIT A: SCOPE OF WORK

Application/Data	• Only the New Hampshire State Police or its designee shall have description keys to the encrypted data. • Application vulnerability threat assessments • Penetration testing and code reviews; results shared with the State (Independent testing may be required.) • Data backups encrypted per in-force CJIS Security Policy requirements at rest and in transit. • Rotational storage of data backups to secure off-site location per in-force CJIS Security Policy requirements • Backup media destroyed per in-force CJIS Security Policy requirements when retired • Change control process in place to track all updates
Notifications/Incidents	• The State must be notified in advance of scheduled system maintenance • The State must be notified immediately of any outages, incidents, and regulatory non-compliance and subsequent to the outage notified within 5 business hours of the cause of the outage, what was done to correct it and what changes will be made to prevent it from happening again. • An incident response procedure must be in place • Forensics information must be retained • NH CSA CSO must be notified within 30 minutes of a perceived breach of security physical or cyber. (Identified through IRP). • Resources used to restore data in the event of a compromise shall be identified at the onset of an executed contract and at any workforce change. These resources shall conform with the in-force CJIS Security Policy requirements
Regulatory Compliance	All contractual regulatory compliance must be maintained. Hosted solution must be certified FedRAMP impact level – High. Solution shall maintain compliancy with the in-force CJIS Security Policy.
Audit	The State reserves the right to employ an independent auditor to validate the services under the contract terms.
Service Level Agreement (SLA)	An SLA must be included which defines the legal relationship between the State and provider and specify the technical, operational, and management controls in place to secure the security of State information.

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 3
EXHIBIT A: SCOPE OF WORK

ASP_action_node
ASP_action_node_button
ASP_audit_Log
ASP_audit_Rule
ASP_auto_number
ASP_auto_number_config
ASP_barcode
ASP_barcode_configuration
ASP_barcode_field
ASP_bulletin_board
ASP_caption
asp_common_remote
ASP_configuration
ASP_daily_job
ASP_daily_job_trigger
ASP_database_description
ASP_database_management
ASP_database_management_version
Asp_database_tree_config
ASP_DocManager
ASP_DocManager_Actions
ASP_DocManager_Category
ASP_element
ASP_event_actions
ASP_event_configuration
ASP_event_page
ASP_FullTextSearch
ASP_group
asp_group_assignment
asp_group_assignment_datasource
ASP_ImgManager
ASP_ImgManager_Actions
ASP_layout
ASP_LayoutMode_Config
ASP_lookup_layout
ASP_menu
ASP_menu_filter
ASP_navigate_object
ASP_report
ASP_report_datasource
ASP_report_layout

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 3
EXHIBIT A: SCOPE OF WORK

ASP_reportlist
ASP_reportlist_org
ASP_ReportSummary
ASP_ReportSummaryResult
ASP_role
ASP_role_action_node
ASP_script_history
ASP_search_adhoc
ASP_search_adhoc_field
ASP_search_conn
ASP_search_field
ASP_search_objects
ASP_search_objects_sql
ASP_search_result
ASP_SqlIO_Setting
ASP_stylesheet
ASP_sublookup
ASP_switch
ASP_sync_data
ASP_sync_table
ASP_system_lookup
ASP_system_message
ASP_table_note
ASP_trans_alert_category
ASP_trans_alert_config
ASP_trans_merge
ASP_trans_merge_page
ASP_trans_upload
ASP_vc_change_tracking
ASP_vc_change_tracking_bak
asp_vc_changset
asp_vc_changset_item
asp_vc_checkout
asp_vc_client
asp_vc_config
asp_vc_definition
asp_vc_definition_config
asp_vc_definition_config_sync
asp_vc_infotracker_comment
asp_vc_infotracker_workorder
asp_vc_lookup
asp_vc_package

asp_vc_package_applied_item
asp_vc_package_apply
asp_vc_package_download
asp_vc_package_download_hardcodeapplied
asp_vc_package_item
asp_vc_releasenote
ASP_webpage
ASP_webpage_append
ASP_webpage_datasource
ASP_webpage_permission
asp_webpage_permission_hardcodenode
ASP_wf_Inbox
asp_wf_inboxsub
asp_wf_inboxsub_count
asp_wf_inboxsub_notify
asp_wf_inboxsubrole
ASP_wf_Workflow
ASP_wf_Worksteps
ASP_window_service_job
ASP_window_service_job_trigger
ASP_word_bookmark
ASP_word_bookmark_match
ASP_word_configuration
ASP_word_datasource
ASP_word_template
ASP_workflow
case_intake_workflow
intake_common_operation
intake_element_lib
intake_element_lib_preview
intake_master_object
intake_report_lookup
intake_report_lookup_notify
intake_report_lookup_sc
intake_report_middlepage_selectedobject
intake_sys_bookmark
intake_template
intake_template_append
intake_template_bookmark
intake_template_bookmark_RegExpress
intake_template_middlepage
intake_template_middlepage_append

STATE OF NEW HAMPSHIRE
Department of Safety
State Police Computer Aided Dispatch and Records Management System
SAAS Contract DOS 2019-03
ATTACHMENT 3
EXHIBIT A: SCOPE OF WORK

intake_template_middlepage_checkboxfilter
intake_template_org

CSI TECHNOLOGY GROUP
Premier Software Solutions for eGovernment

330 Mac Lane, Keasbey, NJ 08832
Tel: 732-346-0200 Fax: 732-346-0209
www.csitech.com

Corporate Bylaws

I, Yuhmin Hwang **, hereby certify** that I am duly elected Corporate Secretary of
(Name) *(Job Title)*
Computer Square, Inc. (d/b/a CSI Technology Group). I hereby certify the following is a true copy of
(Name of Corporation)
the current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or Articles of Incorporation authorize the following officers or positions to bind the Corporation for contractual obligations President.
(Officer Title)

I further certify that the following individuals currently hold the position authorized:
Chenchung (William) Yeh, President & CEO

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that he has full authority to bind the corporation. This authority is valid as of November 21st, 2019 and shall **remain valid for six (6) years** from the date of this certificate.

DATED: 11/27/2019

ATTEST: Yuhmin Hwang
Yuhmin Hwang, Corporate Secretary

MAGGIE LIN
Commission # 50082439
Notary Public, State of New Jersey
My Commission Expires
May 14, 2023

Maggie Lin
11/27/2019

Bylaws of COMPUTER SQUARE, INC., a corporation incorporated under the laws of the State of New Jersey

Revised on 9/6/2014

Corporate Office and Registered Agent. The board of directors has the power to determine the location of the corporation's principal place of business and registered office that need not be the same location. The board of directors also has the power to designate the corporation's registered agent, who may be an officer or director.

Date and Time of Shareholders Annual Meeting. The annual shareholders meeting will be held in the 2nd quarter (April to June) of every year at the corporate offices or a nearby place suitable for a such meeting at the time which is convenient to most of the shareholders. This meeting is for the purpose of electing directors and for transacting any other necessary business.

Shareholders Special Meetings. Special meetings of the shareholders may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors, or upon request of 50% percent of the shareholders of the corporation. The request for a special meeting must be made in writing that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all shareholders of record who are entitled to vote at the meeting.

Place of Shareholders Meetings. The board of directors has the power to designate the place for shareholders meetings, unless a waiver of notice of the meeting signed by all shareholders designates the place for the meeting. If no place is designated, either by the board of directors or all of the shareholders, then the place for the meeting will be the principal office of the corporation.

Notice of Shareholders Meetings. Written notice of shareholders meetings must be sent to each shareholder of record entitled to vote at the meeting. The notice must be sent no less than 10 days nor more than 60 days before the date of the meeting. The notice should be sent to the shareholder's electronically to email address. If no email address in the corporate record or the sent email bounced back to the sender, then a paper notice will be mailed to the address as shown in the corporate stock transfer book. The notice will include the place, date, and time of the meeting. Notices for special meetings must also include the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Shareholders may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Shareholders Entitled to Notice, to Vote, or to Dividends. For the purpose of determining which shareholders are entitled to notice, to vote at meetings, or to receive

dividends, the board of directors may order that the corporate stock transfer book be closed for **30** days prior to a meeting or the issuance of a dividend. The shareholders entitled to receive notice, vote at meetings, or receive dividends are those who are recorded in the stock transfer book upon the closing of the book. Instead of closing the book, the board of directors may also set a Record Date. The shareholders recorded in the stock transfer book at the close of business on the Record Date will be entitled to receive notice, vote at meetings, or receive dividends. A list of shareholders entitled to receive notice, vote at meetings, or receive dividends will be prepared by the secretary when necessary and provided to the officers of the corporation. Every shareholder who is entitled to receive notice, vote, or receive dividends is also entitled to examine this list and the corporate stock transfer book.

Shareholders Quorum. A quorum for a shareholders meeting will be a majority **(greater than 50%)** of the outstanding shares that are entitled to vote at the meeting, whether in person or represented by proxy. Once a quorum is present, business may be conducted at the meeting, even if shareholders leave prior to adjournment.

Shareholders Proxies. At all meetings of shareholders, a shareholder may vote by signed proxy or by power of attorney. To be valid, a proxy must be filed with the secretary of the corporation prior to the stated time of the meeting. No proxy may be valid for over **6** months, unless the proxy specifically states otherwise. Proxies may always be revokable prior to the meeting for which they are intended. Attendance at the meeting by a shareholder for which a proxy has been authorized always revokes the proxy.

Shareholders Voting. Each outstanding share of the corporation that is entitled to vote as shown on the stock transfer book will have one vote. The vote of the holders of a majority **(greater than 50%)** of shares **represented in person or represented by proxy** will be sufficient to decide any matter, **including adjournment,** unless a greater number is required by the Articles of Incorporation or by state law.

Shareholder Consent Resolutions. Any action that may be taken at a shareholders meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all shareholders who would be entitled to vote on the matter.

Shareholders Cumulative Voting Rights. For the election of directors, each shareholder may vote in a cumulative manner, if desired. Cumulative voting will mean that if each shareholder has one vote per director to be elected, the shareholder may vote all votes for a single director or spread the votes among directors in any manner.

Powers of the Board of Directors. The affairs of the corporation will be managed by the board of directors. The board of directors will have all powers available under state law, including, but not limited to, the power to appoint and remove officers, agents, and employees; the power to change the offices, registered agent, and registered office of the corporation; the power to issue shares of stock; the power to borrow money on behalf of the corporation, including the power to execute any evidence of indebtedness on behalf of the corporation; and the power to enter into contracts on behalf of the corporation.

Number of Directors and Term of Office. The number of directors will be as shown in the Articles of Incorporation and may be amended. The number is currently **five (5)**. Each director will hold office for **one (1)** year and will be elected at the annual meeting of the shareholders.

Time of Meeting of the Board of Directors. The board of directors meeting will be held **quarterly** of every year at the corporate offices. This meeting is for the purpose of appointing officers and for transacting any other necessary business.

Special Meetings of the Board of Directors. Special meetings of the board of directors may be called at any time and for any purpose. These meetings may be called by either the president or the board of directors. The request for a special meeting must be made in writing **and sent electronically via email** that states the time, place, and purpose of the meeting. The request should be given to the secretary of the corporation who will prepare and send written notice to all directors.

Place of Board of Directors Meetings. The board of directors has the power to designate the place for directors meetings. If no place is designated, then the place for the meeting will be the principal office of the corporation.

Notice of Board of Directors Meetings. Written notice of board of directors meetings must be sent to each director **electronically via email.** The notice must be sent no less than **five (5) days nor more than fourteen (14)** days before the date of the meeting. The notice should be sent to the director's email address as shown in the corporate records. The notice will include the place, date, and time of the meeting, and for special meetings, the purpose of the meeting. When notices are sent, the secretary of the corporation must prepare an Affidavit of Mailing of Notices. Directors may waive notice of meetings if done in writing, except that attendance at a meeting is considered a waiver of notice of the meeting.

Board of Directors Quorum. A quorum for directors meetings will be a majority **(3 or greater)** of the directors. Once a quorum is present, business may be conducted at the meeting, even if directors leave prior to adjournment.

Board of Directors Voting. Each director will have one vote. The vote of a majority **(3 or greater)** of the directors will be sufficient to decide any matter, unless a greater number is required by the Articles of Incorporation or state law. Adjournment shall be by majority vote.

Board of Directors Consent Resolutions. Any action that may be taken at a directors meeting may be taken instead without a meeting if a resolution is consented to, in writing, by all directors.

Removal of Directors. A director may be removed from office, with or without cause, at a special meeting of the shareholders called for that purpose.

Filling Directors Vacancies. A vacancy on the board of directors may be filled by majority vote of the remaining directors, even if technically less than a quorum. A director elected to fill a remaining term will hold office until the next annual shareholders meeting.

Travel Reimbursement of Directors. There is no salary for the directors, except travel reimbursement for the meeting of board of directors. The travel reimbursement of the directors will be fixed by the board of directors and may be altered at any time by the board. A director may receive a **travel reimbursement** even if he or she receives a salary as an officer.

Fiduciary Duty of Directors. Each director owes a fiduciary duty of good faith and reasonable care with regard to all actions taken on behalf of the corporation. Each director must perform his or her duties in good faith in a manner that he or she reasonably believes to be in the best interests of the corporation, using ordinary care and prudence.

Number of Officers. The officers of the corporation will include a president, treasurer, and secretary. Any two or more offices may be held by the same person.

Appointment and Terms of Officers. The officers of the corporation will be appointed by the directors at the **1st quarter** meeting of the board of directors. Each officer will hold office until death, resignation, or removal by the board of directors.

Removal of Officers. Any officer may be removed by the board of directors, with or without cause. Appointment of an officer does not create any contract rights for the officer.

Filling Officers Vacancies. A vacancy in any office for any reason may be filled by the board of directors for the unexpired term.

Duties of the President. The president is the principal executive officer of the corporation and is subject to control by the board of directors. The president will supervise and control all of the business and activities of the corporation. The president will preside at all shareholders and directors meetings, and perform any other duties as prescribed by the board of directors, **including, but not limited to, borrow money on behalf of the corporation, sign loan agreements with banks, and enter contract with vendors and/or customers**

Duties of the Secretary. The secretary will keep the minutes of all shareholders and directors meetings. The secretary will provide notices of all meetings as required by the bylaws. The secretary will be the custodian of the corporate records, corporate stock transfer book, and corporate seal. The secretary will keep a list of the addresses of all shareholders, directors, and officers. The secretary will sign, along with other officers, the corporation's stock certificates. The secretary will also perform any other duties as prescribed by the board of directors.

Duties of the Treasurer. The treasurer will be custodian of all corporate funds and securities. The treasurer will receive and pay out funds that are receivable or payable to the corporation from any source. The treasurer will deposit all corporate funds received into the corporate bank accounts as designated by the board of directors. The treasurer will also perform any other duties as prescribed by the board of directors.

Salaries of Officers. The salaries of the officers will be fixed by the board of directors and may be altered at any time by the board. An officer may receive a salary even if he or she receives a salary as a director.

Stock Certificates. Certificates that represent shares of ownership in the corporation will be in the form designated by the board of directors. Certificates will be signed by **the president and the secretary of the corporation.** Certificates will be consecutively numbered **and sealed.** The name and address of the person receiving the issued shares, the certificate number, the number of shares, and the date of issue will be recorded by the secretary of the corporation in the corporate stock transfer book. Shares of the corporation's stock may only be transferred on the stock transfer book of the corporation by the holder of the shares in whose name they were issued as shown on the stock transfer book, or by his or her legal representative.

Financial Matters. The board of directors will determine the accounting methods and fiscal year of the corporation. All checks, drafts, or other methods for payment shall be signed by an officer determined by resolution of the board of directors. All notes, mortgages, or other evidence of indebtedness shall be signed by an officer determined by resolution of the board of directors. No money will be borrowed or loaned by the corporation unless authorized by a resolution of the board of directors. No contracts will be entered into on behalf of the corporation unless authorized by a resolution of the board of directors. No documents may be executed on behalf of the corporation unless authorized by a resolution of the board of directors. A board of director's resolution may be for specific instances or a general authorization.

Loans to Officers or Directors. The corporation may not lend any money to an officer or director of the corporation unless the loan has been approved by a majority **(greater than 50%)** of the shares of all stock of the corporation, including those shares that do not have voting rights.

Amendments to the Bylaws. These bylaws may be amended in any manner by majority **(3 or greater)** vote of the board of directors at any annual or special meeting. Any amendments by the board of directors are subject to approval by majority vote of the shareholders at any annual or special meeting.

[Remainder of page intentionally left blank]

Approved by the Shareholders on Sept. 6, 20 14

Signature of Secretary of Corporation

Yuhmin Hwang
Printed Name of Secretary of Corporation

Attested by Chairperson of Board on Sep 6th, 20 14

Signature of Chairperson of Board

Chenchung (William) Yeh
Printed Name of Chairperson of Board

State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that COMPUTER SQUARE, INC. is a New Jersey Profit Corporation registered to transact business in New Hampshire on November 06, 2019. 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: **830662**

Certificate Number : **0004615180**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 6th day of November A.D. 2019.

William M. Gardner
Secretary of State

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/28/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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

PRODUCER
RBC Insurance Assoc.
1 Executive Drive
Suite 350
Somerset NJ 08873

CONTACT NAME: Beth Nuber
PHONE (A/C, No, Ext): (732) 748-1100 FAX (A/C, No): (732)748-1120
E-MAIL ADDRESS: bethn@rbcinsure.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Sentinel Insurance Company LTD	11000
INSURER B: Hartford Accident and Indemnity Company	22357
INSURER C: Beazley Insurance Company, Inc	16510
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Computer Square, Inc.
330 Mac Lane
Keasbey NJ 08832

COVERAGES CERTIFICATE NUMBER: Corrected Master 19-20 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			13SBABG5474SD	5/11/2019	5/11/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG Empl Practices Liab Ins	$ 2,000,000 $ 1,000,000 $ 10,000 $ 2,000,000 $ 4,000,000 $ 4,000,000 $ 10,000
B	AUTOMOBILE LIABILITY X ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS			13UECBH7405	5/11/2019	5/11/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $ $
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			13SBABG5474SB	5/11/2019	5/11/2020	EACH OCCURRENCE AGGREGATE	$ 1,000,000 $ 1,000,000 $
	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					PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $
C	Professional Liability			W1865A190501	5/9/2019	5/9/2020	Limit Retention	$5,000,000 $10,000

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

CERTIFICATE HOLDER

State of New Hampshire
Department of Safety
Division of State Police
33 Hazen Drive
Concord, NH 03305

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
Dan Carluccio/BN

© 1988-2014 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/31/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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

PRODUCER
Keystone Risk Partners LLC
604 East Baltimore Pike
Media PA, 19063

CONTACT NAME:
PHONE (A/C, No, Ext): 888-473-6398 FAX (A/C, No):
E-MAIL ADDRESS: Risk@ExtensisGroup.com

INSURERS AFFORDING COVERAGE	NAIC#
INSURER A: Indemnity Insurance Company of North America - CHUBB	43575
INSURER B: American Guarantee & Liability - Zurich	26247
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Extensis VIII, Inc. L/C/F
Computer Square, Inc. (CSI Technology Group)
900 US HWY 9 North, Suite 203
Woodbridge, NJ 07095

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAME 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	ADD'L INSRD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY			Not Applicable			EACH OCCURRENCE	$
	COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
	CLAIMS MADE / OCCUR						MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS-COMP/OP AGG	$
	POLICY / PRO-JECT / LOC							$
	AUTOMOBILE LIABILITY			Not Applicable			COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
B	X UMBRELLA LIAB / X OCCUR			UMB 5499247-06	09/30/2019	09/30/2020	EACH OCCURRENCE	$ 10,000,000.00
	EXCESS LIAB / CLAIMS MADE						AGGREGATE	$ 10,000,000.00
	X DED / X RETENTION $ 10,000							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			C66676043	09/30/2019	09/30/2020	X WC STATU-TORY LIMITS / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under		N/A				E.L. EACH ACCIDENT	$ 1,000,000.00
							E.L. DISEASE-EA EMPLOYEE	$ 1,000,000.00
	DESCRIPTION OF OPERATIONS below						E.L. DISEASE-POLICY LIMIT	$ 1,000,000.00

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

CERTIFICATE HOLDER
104589
State of New Hampshire
Department of Safety, Division of State Police
33 Hazen Drive
Concord NH, 03305

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
Jay Peichel

© 1988-2010 ACORD CORPORATION. All rights reserved.

STATE OF N.H. P-37 CONTRACT CHECKLIST

1. State Agency Name & Address: Dept. of Safety 33 Hazen Drive Concord, NH 03305	2. Primary Agency Contact Phone Number : 603.223.8437
3. Primary Agency Contact Name and Title (for contract questions/discussion): Cynthia Hagerty – Procurement Technician	4. Primary Agency Contact Email: Cynthia.b.hagerty@dos.nh.gov
5. Secondary Agency Contact (for contract return): Jocelyn Sy-Santiago	6. Secondary Agency Contact Phone Number: 603.223.8021
7. Contractor Name (See P-37, Block 1.3): Computer Square, Inc. Technology Group	8. Price Limitation (See P-37, block 1.8): $0.00
9. Targeted G & C Closing Date: 9/15/2021	10. Targeted G & C Meeting Date: 9/29/2021

11. RUSH? Y ☒ N ☐ REQUESTED RUSH RETURN DATE FROM DOJ _____

(If requested return date is less than two weeks from Targeted G & C Closing Date, please explain on separate sheet.)

12. Did the agency review the contract, its attachments, cover letter, and all other materials included with the submission, and redact information that is private, confidential, proprietary, or otherwise exempt from public disclosure under RSA 91-A or other laws? YES ☒ NO ☐

PART 1: CONTRACT CHECKLIST FOR DEPARTMENT OF JUSTICE REVIEW

Item	Verify	☐	Comments
13. Execution	Fully and properly executed; all blocks on P-37 or amendment fully completed. Each page initialed by contractor. All modifications initialed by the parties.	☐	NA
14. Exhibit A Special Provisions (P-37)	Modifications, additions and/or deletions to Form P-37, General Provisions, described in detail.	☐	NA
15. Exhibit B Scope of Services (P-37)	Scope of Services described in detail.	☐	NA

STATE OF N.H. P-37 CONTRACT CHECKLIST

16.	**Exhibit C Payment Terms (P-37)**	Contract price, method and terms of payment described in detail.	☐	NA
17.	**Secretary of State's Office Certificate of Good Standing ("CGS")**	Certificate of Good Standing attached (I. See RSA 5:18-a; II. Individuals contracting in their own name do not need a CGS. Business organizations and trade names need a CGS, except for nonresident non-profit corporations.)	☒ N/A	
18.	**Certificate of Vote / Authority ("CVA")**	CVA attached. (Individuals contracting in their own name do not need a CVA. Business entities and trade names need a CVA.)	☒	
19.	**Certificate of Insurance**	Certificate of Insurance form attached with insurance coverage required under the contract. Modifications of insurance coverage required under the contract specified in Exhibit A.	☒	
20.	**Bond/Security and Power of Attorney**	If contract requires a bond, required documentation (e.g. letter of credit) is attached.	☐	
21.	**Workers' Compensation**	Contractor demonstrates compliance with or exemption from RSA 281-A (and, if applicable, RSA 228:4-b and RSA 21-I:80, and any other applicable laws or rules).	☒	

STATE OF N.H. P-37 CONTRACT CHECKLIST

22.	**Amendment**	Originally approved contract and any prior amendments provided to DOJ and DAS with amendment. Exercise of any renewal/extension options in the original contract identified in amendment.	☒	
23.	**Business Associate Agreement**	Fully executed HIPAA Business Associate Agreement attached (if applicable).	☐	
24.	**Completed Review for Nonpublic Information**	Confirm that the agency has checked "yes" to Box 12 above.	☐	
25.	**Request Letter – Explanation**	Description of services; reason for retroactive or sole source; details of bidding process; proper statewide approvals obtained.	☒	
26.	**Independent Contractor – Division of Personnel**	DoP signature in block 1.15 in Form P-37; independent contractor justification form attached.	☐	

FOR DOJ USE ONLY

DATE RECEIVED: 9/10/21	**DATE APPROVED:** 9/14/21
DATE CONDITIONALLY APPROVED: 9/14/21	**DATE REJECTED:**
REVIEWING ATTORNEY: JAL	**PHONE AND EMAIL:** jessica.king@doj.nh.gov

NOTES

Someone from Safety needs to sign the contract — p. 6

STATE OF N.H. P-37 CONTRACT CHECKLIST

PART 2: CONTRACT CHECKLIST FOR DEPARTMENT OF ADMINISTRATIVE SERVICES REVIEW				
	Item	Verify	☐	Comments
27.	**Request Letter – Requested Action**	Requesting Party; purpose (to enter into a contract); contractor name/address; cost; services; timing; funding source.	☒	
28.	**Request Letter – Funding & Funding Statement**	Verify that funding is available; contingent upon future budgets; allocated by fiscal year; proper account numbers used.	☒	
29.	**Request Letter – Explanation**	Description of services; reason for retroactive or sole source; details of bidding process; proper statewide approvals obtained.	☒	
30.	**DoIT Approval (if applicable)**	Dept. of Information Technology Approval Letter attached.	☒	
31.	**Personnel Approval (if applicable)**	Director of Personnel signature on P-37 or approval letter attached.	☐	
32.	**Lease Approval**	Review/Approval by DAS/Bureau of Planning & Management, if applicable.	☐	
33.	**Bid Evaluation/ Summary**	Criteria & scoring; evaluation team members & qualifications included; bid-opening minutes.	☐	
34.	**Central Services – Is a Statewide contract available?**	Limit contract to period for which a statewide contract is not available.	☐	
35.	**Memorandum of Understanding**	One request for both agencies with all required information/approvals.	☐	
36.	**Authorized Signor**	Agency signatory must have legal authority (via statute or power of attorney) to contract on behalf of the State.	☐	

STATE OF N.H. P-37 CONTRACT CHECKLIST

37.	**Social Service Contracts**	Provide latest F/S; list of BOD; key personnel & salaries; resumes of those involved in the project.	☐	
38.	**Format**	Pages double-sided; ¾ inch margins; font is 10 Pica or larger; all pages sequentially numbered and labeled (Page 1 of_; Exhibit A, B, etc); pages initialed and dated by contractor.	☐	
39.	**Number of Copies**	One original plus 6 copies (1 G&C and 5 DAS)	☐	
40.	**Order of Documents in Request Package**	G&C Letter; bid summary; DoIT approval; personnel approval; lease approval; executed contract or contract amendment; Exhibit A; Exhibit B; Exhibit C; Certificate of Good Standing; Certificate of Vote/ Authority; Certificate of Insurance; Bond/Security and Power of Attorney; Workers' Compensation; Business Associate Agreement; Social Services Documents; Audited F/S, BOD, key personnel, resumes; original request letter & contract, if current request is an amendment.	☐	
41.	**Review for Nonpublic Information**	Confirm that the agency has checked "yes" to Box 12 above.	☐	

FOR DAS USE ONLY

DATE RECEIVED:	**REVIEWING BUSINESS SUPERVISOR:**
PHONE:	**EMAIL:**

NOTES