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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

Lori A. Weaver
Commissioner

Morissa Henn
Deputy Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9200 1-800-852-3345 Ext. 9200
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

January 5, 2024

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a **Sole Source** amendment to an existing contract with TRN Digital LLC (VC#280281-B001), Boston, MA, utilizing Statewide contract 8002852 under the Department of Administrative Services Statewide Master Agreements for Microsoft Office 365/Azure Cloud Solutions, for development, implementation and maintenance services of an enterprise intranet solution using Microsoft SharePoint, by increasing the price limitation by \$294,000 from \$250,000 to \$544,000 and by extending the completion date from June 30, 2024 to December 31, 2024, effective upon Governor and Council approval. 81% General Funds, 19% Federal Funds.

The original contract was approved by Governor and Council on June 28, 2023, item #89.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation through the Budget Office, if needed and justified.

05-095-095-954010-59520000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS: COMMISSIONERS OFFICE; OFFICE OF INFORMATION SYSTEMS; OFFICE OF INFORMATION SYSTEMS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2024	102-500731	Contracts for Program Services	95409901	\$0.00	\$133,635	\$133,635
2025	102-500731	Contracts for Program Services	95409901	\$0.00	\$160,365	\$160,365
		Sub Total		\$0.00	\$294,000	\$294,000

01-03-03-030010-76950000 DoIT-IT for DHHS TECHNOLOGY SOFTWARE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	046-500465	Technology - Software	03950174	\$250,000	\$0	\$250,000
			Subtotal	\$250,000	\$0	\$250,000
			Total	\$250,000	\$294,000	\$544,000

EXPLANATION

This request is **Sole Source** because the Department is amending the scope of services and adding funding. The Contractor is able to provide the necessary services, because they have the resources and background specific to complete the project within the specified timeframe without additional training and onboarding of new staff.

The purpose of this request is for the Contractor to enhance the development, maintenance, and support of the completed implementation to the Department's intranet solution using Microsoft SharePoint. The Contractor will assist in developing new tools within SharePoint, allowing for better process flow across the agency. The Contractor will continue to support the Department in:

- Design, develop and implement a collaborative and searchable centralized repository to share policies, procedures, guidelines, information, and events.
- Create and implement a department-wide tool to streamline user requests and their fulfillment.
- Creating an integrated workflow solution for agency users (@dhhs.nh.gov) to submit electronic forms to the help desk or other areas of the state to streamline approvals and replaces the need for PDFs and MS Word forms.
- Creating search capabilities for the entire Intranet based on keyword or other metadata by site owners and members.
- Designing a solution that allows for business areas to be empowered by role permission to maintain their content and be innovative while still allowing for enterprise scalability and sustainability.

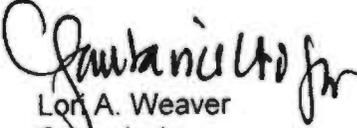
Should the Governor and Council not authorize this request the Department may be unable to complete the implementation of the Intranet solution. Additionally, the Department will have minimal support for the current solution resulting in delays in utilizing Microsoft SharePoint as well as potential accessibility issues to Department policies, procedures and other internal processes.

Area served: Statewide

Source of Federal Funds: 81% General Funds, 19% Federal Funds.

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

Respectfully submitted,


Lon A. Weaver
Commissioner



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

Denis Goulet
Commissioner

January 9, 2024

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

Dear Commissioner Weaver:

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 TRN Digital LLC, as described below and referenced as DoIT No. 2024-007A.

The purpose of this request is to provide development, implementation and maintenance services of an enterprise intranet solution using Microsoft SharePoint.

The Total Price Limitation will increase by \$294,000 for a New Total Price Limitation of \$544,000 effective upon Governor and Council through December 31, 2024.

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

Sincerely,

A handwritten signature in cursive script that reads "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2024-007A

cc: Michael Williams, IT Manager, DoIT

**State of New Hampshire
Department of Health and Human Services
Amendment #1**

This Amendment to the DHHS Intranet contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and TRN Digital LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #89), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
December 31, 2024
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$544,000
3. Add Attachment # 1 – Additional Scope of Services, Amendment #1, which is attached hereto and incorporated by reference herein.

DS
SS

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

1/10/2024

Date

DocuSigned by:

David Wieters

972B21951090428...

Name: David Wieters

Title:

David Wieters

TRN Digital LLC d/b/a TrnDigital

1/9/2024

Date

DocuSigned by:

Shailendra Singh

0B28CAA9014E474...

Name: shailendra singh

Title:

Managing Partner

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

OFFICE OF THE ATTORNEY GENERAL

1/11/2024

Date

DocuSigned by:
Robyn Guarino

Name: Robyn Guarino

Title:

Attorney

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

Name:

Title:

Development, Implementation and Maintenance of Enterprise SharePoint Intranet

State of New Hampshire
(DHHS - Department of Health & Human Services)

Call Number 2824-012



www.trndigital.com



November 2023

Agenda

- 1 **About TrnDigital**
- 2 **Proposed Service Offerings**
- 3 **Project Roles**
- 4 **Commercials**

About TrnDigital

- Headquartered in Boston
- Outcome Based Delivery
- Boston Office 365 User Group Founders
- High Quality Solutions
- Team of Full Stack Technical Experts
- Charter Partner of the Microsoft Content Services Partner Program



Microsoft Partnership

- **Microsoft Cloud Solution Provider: Direct Partner**
- **Microsoft Premier Services for Partners**
- **MS Viva Launch Partner**
- **Microsoft Planning Services:**
 - SharePoint Deployment Planning Services
 - Desktop Deployment Planning Services
 - Skype for Business and Exchange Deployment Planning Services
 - Developer Tools Deployment Planning Services

Microsoft
Partner



Gold DevOps
Gold Collaboration and Content
Gold Cloud Productivity

Microsoft
Partner



Silver Application Development
Silver Cloud Platform
Silver Datacenter
Silver Small and Midmarket Cloud Solutions



Digital & App Innovation
Azure



Modern Work

Our Mission

TrnDigital develops **leading-edge technology solutions** to help solve business problems and create new commercial opportunities



We aim to **eliminate waste** at every step



We **partner** with our customers to establish shared value and drive results



We **empower** our clients to transform into the digital landscape and stay ahead of the competition

Proposed Service Offerings

 TrnDigital

www.trndigital.com

Executive Summary

Thank you for giving us the opportunity to help DHHS Develop and Maintain their enterprise SharePoint Intranet.

▪ DHHS's Requirements Summary

- DHHS is currently seeking comprehensive SharePoint services to optimize Microsoft E3 potential.
- Services include consulting, development, support, and user adoption training.

▪ Our Value Proposition and Differentiators

- We are a **Qualified Vendor** of the State of New Hampshire for Microsoft/Office 365/Azure Cloud Solutions Professional Services.
- We meet all the mandatory expertise requirements
- We have an A-Team of SMEs with the needed In-depth experience and expertise
- We have led the implementation and support of over 50 large-scale Intranets on the Microsoft Platform.
- TrnDigital brings a library of reusable components
- Our favorable rates for State of New Hampshire, allows us to complete the project at the most efficient cost.

Proposed Service Offerings



Workstream #1 Activities: SharePoint Consulting, Development and Support Services

Consulting

- Provide guidance on maintaining data integrity, version control, and document lifecycle management within the SharePoint environment
- Establish governance policies and best practices to ensure proper management of content, workflows, and user access
- Plan and execute a smooth migration of existing data and content to SharePoint using ShareGate tool
- Evaluate the business requirements and objectives to understand how SharePoint can be tailored to meet specific needs
- Define data classification and metadata properties, including tags, keywords, and attributes, to accurately categorize and describe content within SharePoint
- Configure SharePoint to enable the use of metadata across libraries, lists, and content types
- Help with harnessing the full potential of SharePoint E3

Development

- Conduct meetings and workshops with stakeholders to gather comprehensive requirements for the Intranet sites
- Analyze business processes and user needs to identify specific functionalities and features to be incorporated into the development
- Create a visual design and wireframe for the Intranet sites
- Create prototypes and mockups for the Power Apps based on the gathered requirements and design guidelines
- Develop Power Apps solutions that automate business processes, streamline workflows, and improve data management and analysis
- Plan and execute UAT sessions for the Intranet sites and Power Apps to validate the functionality, usability, and performance of the developed solutions
- Collect feedback from end users and stakeholders to identify any issues or areas for improvement before deployment

Support

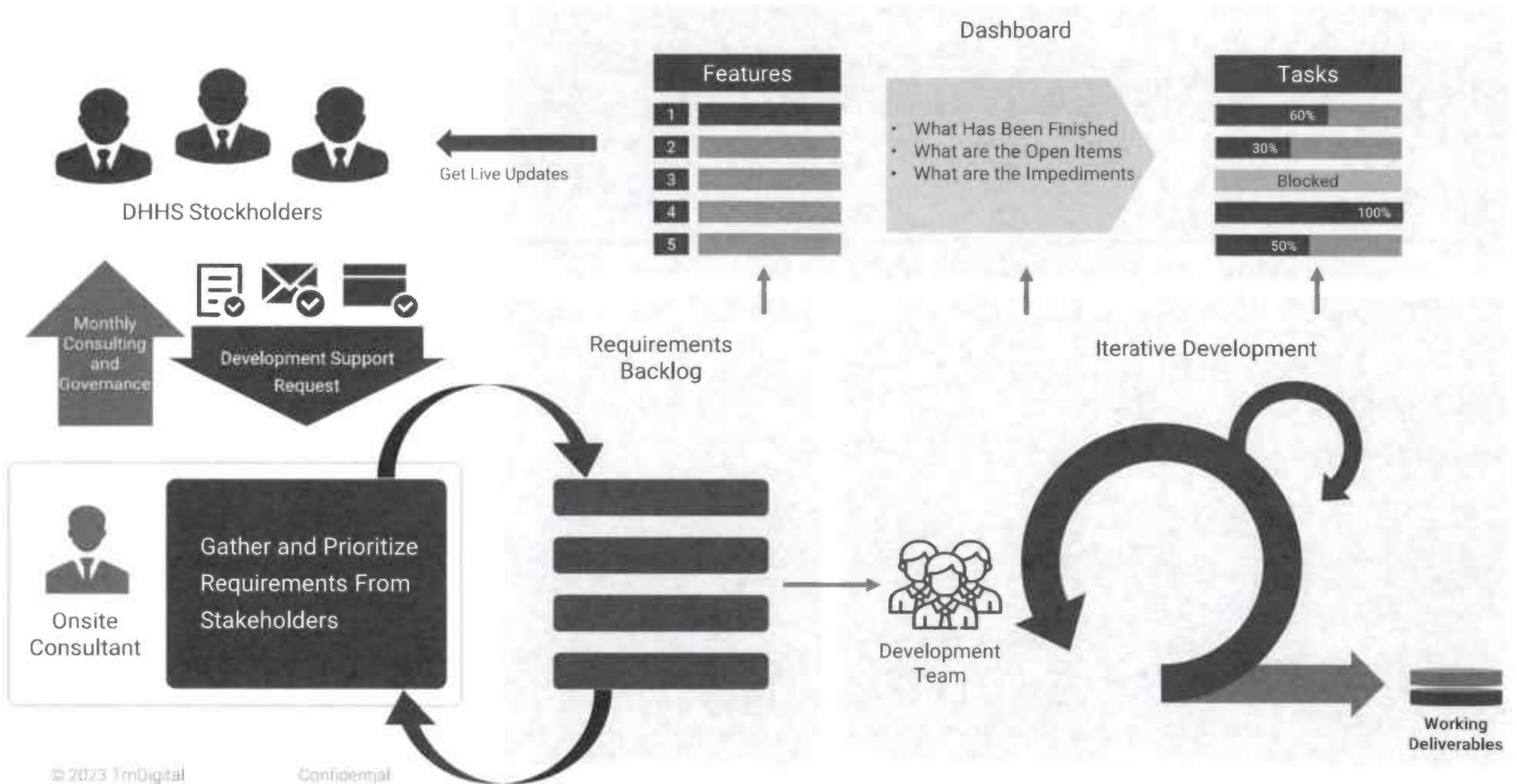
- Responding to How To queries, M365 Out of Box functionalities
- Break Fix for web Part and script configurations
- Root Cause Detection/Analysis of the Application incidents
- Create a document in the knowledge base to describe the solution of the problem for future reference
- Offer guidance on best practices for customization to ensure that they align with Microsoft's recommended guidelines and standards
- Analyze user engagement and adoption metrics to assess how effectively SharePoint Online sites are being utilized within the organization
- Conduct a feasibility assessment to determine the technical viability of implementing the requested enhancements within the SharePoint environment

Workstream #2 Activities: Training and Adoption

Training and Adoption

- Conduct a comprehensive assessment to identify the specific training needs and skill levels of the target audience.
- Conduct Power Apps driving session to showcase the capabilities
- Conduct ShareGate tool training to showcase the tool capabilities
- Develop training materials, including user guides, new features and functionalities available in roadmap, tutorials, and interactive videos, to facilitate effective learning and understanding of SharePoint functionalities
- Create training content that caters to different user levels, ranging from beginners to advanced users
- Conduct train-the-trainer programs to empower internal trainers or champions who can further disseminate knowledge and provide ongoing support within their respective departments or teams
- Establish a repository of continuous learning resources, such as knowledge bases, FAQs, and community forums, to support users in their ongoing learning and adoption of SharePoint
- Curate a collection of online resources, webinars, and self-paced learning modules to enable users to expand their knowledge and skills independently
- Implement performance tracking mechanisms to monitor user adoption rates and usage patterns within SharePoint
- Generate reports to assess the effectiveness of the training and adoption initiatives and identify areas for improvement and further support

Proposed Backlog Based Enhancement Model



Assumptions

- Customer will create accounts and provide admin access to all the support team members for the required areas.
- Migration Account with Global Admin roles will be created on both source and destination and appropriate license assigned.
- Client will provide administrative rights to the SharePoint Online environment to perform development and deployments.
- Migration team user Accounts will be created on source and target with respective service admin roles and appropriate licenses.
- A single point of contact from Customer team will be required for the ongoing work.
- The customer agrees to review the weekly hours and associated deliverables on a weekly basis throughout the project and to provide timely feedback. It is understood that in absence of any review or feedback on a weekly basis the hours submitted will be deemed as accepted.
- Support or Services that are beyond the mentioned scope can be availed as a separate project or as an add-on to existing plan.
- Any custom solution not listed in the scope section is considered out of the scope of this project.
- The Government E3 license covers the primary license requirements.



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Project Roles

Project Roles

Role	Description
Project Manager	TrnDigital's Project Managers have over 10+ years of experience in successful project management and program management across enterprise IT Programs. Our project managers hold certifications such as PMP and Certified Scrum Masters. Most TrnDigital Project Managers have also led successful Government projects, including at the state and federal level.
SharePoint Online Information Architect	<p>Our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. Below are the typical certifications of our SharePoint Architects hold:</p> <ul style="list-style-type: none"> • MCSE: SharePoint • Managing Microsoft SharePoint Server • Deploying SharePoint Server Hybrid • Enabling Office 365 Services
Microsoft Lead Platform Developer	Responsible for designing, developing, and implementing custom applications using Microsoft Power Apps. This role involves leveraging the Power Platform to create tailored solutions that address specific business needs. Power Apps Developers collaborate with stakeholders to gather requirements, design user interfaces, integrate data sources, and deploy applications across the organization.
SharePoint Administrator	Responsible for providing user support, troubleshooting issues, and ensuring the overall health and functionality of SharePoint sites. This role involves responding to user inquiries, resolving access or permission problems, and assisting in the configuration and customization of SharePoint sites. They also contribute to user training and documentation to enhance end-user understanding and adoption of SharePoint capabilities.

Commercials



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Commercials

The engagement will be executed in Time and Material and will be billed at the actuals.

Approximate estimated hours and cost for Consulting, Development, and Support of SharePoint Intranet for the year 2024:

Role	Rate	Estimated Hours	Cost
Project Manager	\$150	180	\$27,000
SharePoint Online Information Architect	\$175	240	\$42,000
Microsoft Lead Platform Developer	\$150	500	\$75,000
SharePoint Administrator	\$120	1250	\$150,000
		Total	\$294,000

Hours may be moved between the Roles upon mutual agreement. Indicative monthly forecast of hours for each role:

Role	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Hours	Rate	Total
Architect	40	40	40	40	40	40	0	0	0	0	0	0	240	\$ 175.00	\$ 42,000.00
Administrator	81	84	84	176	184	160	81	80	80	80	80	80	1250	\$ 120.00	\$ 150,000.00
Project Manager	20	20	20	20	20	20	10	10	10	10	10	10	180	\$ 150.00	\$ 27,000.00
Platform Developer	81	84	84	78	92	81	0	0	0	0	0	0	500	\$ 150.00	\$ 75,000.00
													Total	\$ 294,000.00	

TrnDigital State of New Hampshire Not-To-Exceed Hourly Rate Card

POSITION	Year 1	Year 2	Year 3
	Hourly Rate	Hourly Rate	Hourly Rate
PROJECT MANAGER	\$150.00	\$150.00	\$150.00
M365&CS BUSINESS ANALYST	\$140.00	\$140.00	\$140.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$120.00	\$120.00	\$120.00
COMPLIANCE ADMINISTRATOR	\$175.00	\$175.00	\$175.00
EXCHANGE ADMINISTRATOR	\$120.00	\$120.00	\$120.00
GROUPS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
SHAREPOINT ADMINISTRATOR	\$120.00	\$120.00	\$120.00
DYNAMICS 365 ADMIN ISTRATOR	\$190.00	\$190.00	\$190.00
TEAMS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
ADDITIONAL SUPPORT ROLES	\$110.00	\$110.00	\$110.00
MICROSOFT TECHNICAL ARCHITECT	\$150.00	\$150.00	\$150.00
SHAREPOINT ONLINE INFORMATION ARCHITECT	\$175.00	\$175.00	\$175.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$150.00	\$150.00	\$150.00

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 TRN DIGITAL LLC is a New Jersey Limited Liability Company registered to transact business in New Hampshire on July 10, 2017. 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: 774342

Certificate Number: 0006246499



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 12th day of June A.D. 2023.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular outline.

David M. Scanlan
Secretary of State

**CORPORATE RESOLUTION
OF
TRN DIGITAL LLC**

We, the undersigned, being all the Directors of TRN DIGITAL LLC, organized and existing under the laws of New Jersey and having its principal place of business at 200 Portland Street, Floor 5, Boston, MA 02114 (the "Corporation"), hereby certify that the following is a true and correct copy of a resolution duly adopted at a meeting of the Directors of the Corporation duly held and convened on January 4, 2024, at which a quorum of the Board of Directors was present and voting throughout, and that such resolution has not been modified, rescinded or revoked, and is at present in full force and effect:

Therefore, it is resolved:

The Board of Directors of said Corporation does hereby appoint Shailendra Singh to engage in any and all business with the State of New Hampshire on behalf of said Corporation. This appointment will be for five years or until a change by a vote of the board of directors.

CERTIFICATE OF SECRETARY

The Secretary of the Corporation hereby certifies the he/she is the duly elected and qualified Secretary of TRN DIGITAL LLC and certifies that the above is a true and correct record of the resolution that was duly adopted by the of the Corporation on January 4, 2024.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was valid thirty (30) days prior to and remains valid for thirty (30) days from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dimitri Ayrapetov

Dimitri Ayrapetov
Secretary





CERTIFICATE OF LIABILITY INSURANCE

UST

DATE (MM/DD/YYYY)

01/10/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
AON RISK SERVICES SOUTH INC
3550 LENOX ROAD NORTHEAST
SUITE 1700
ATLANTA GA 30326

CONTACT NAME: Aon Risk Services, Inc of Florida

PHONE (A/C, No, Ext): 833-506-1544

FAX (A/C, No):

EMAIL ADDRESS: work.comp@trinet.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: ACE American Insurance Company

22667

INSURER B:

INSURER C:

INSURER D:

INSURER E:

INSURER F:

INSURED
TriNet Group, Inc.
TRN Digital LLC
1 Park Place, Suite 600
Dublin, CA 94568-7983

COVERAGES

CERTIFICATE NUMBER: 15735533

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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEC RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WLR_C52652947	07/01/2023	07/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Workers Compensation coverage is limited to worksite employees of TRN Digital LLC through a co-employment agreement with TriNet HR III, Inc..

CERTIFICATE HOLDER

CANCELLATION

State of NH
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301

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

Aon Risk Services South Inc

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MLC

89



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 14, 2023

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

REQUESTED ACTION

Authorize the Department of Information Technology in conjunction with the Department of Health and Human Services, Office of the Commissioner, to enter into a cooperative Project Agreement with TRN Digital LLC d/b/a TrnDigital (VC#280281 B001), Boston, MA, utilizing Statewide contract 8002852 under the Department of Administrative Services Statewide Master Agreements for Microsoft/Office 365/Azure Cloud Solutions in the amount of \$250,000 for the development, implementation and maintenance services of an enterprise intranet solution using Microsoft SharePoint, effective upon Governor and Council approval through June 30, 2024. 100% Other Funds (Agency Class 27): the Agency Class 027 used by DHHS to reimburse DoIT is 58% General / 42% Federal.

Funding is anticipated to be available in the following account: **01-03-03-030010-76950000**
DoIT-IT for DHHS

<u>State Fiscal Year</u>	<u>Class / Account</u>	<u>Class Title</u>	<u>Job Number</u>	<u>Total Amount</u>
2024	046-500465	Technology – Software	03950174	\$250,000
			Total	\$250,000

EXPLANATION

The purpose of this request is for the Contractor to provide the development, implementation and maintenance services to the Department of Health and Human Services (DHHS) intranet solution using Microsoft SharePoint. DHHS seeks a consistent and supportable Intranet to allow for improved collaboration, communication, and streamlined business systems access. DHHS, in alignment with the NH Department of Information Technology (DoIT), has established Microsoft SharePoint as the platform of choice to achieve our goals for DHHS bureaus and divisions.

The Contractor will:

- Create a collaborative solution to share policies, procedures, information, and events
- Create a department-wide tool to streamline user requests and their fulfillment

His Excellency, Governor Christopher T. Sununu and the Honorable Executive Council
Page 2

- Create an integrated workflow solution for agency users (@dhhs.nh.gov) to submit electronic forms to the help desk or other areas of the state to streamline approvals and replaces the need for PDFs and MS Word forms
- Create a searchable central repository for policies, procedures and guidelines
- Create search capabilities for the entire Intranet based on keyword or other metadata as defined
- Design a solution that allows for business areas to be empowered by role permission to maintain their content and be innovative while still allowing for enterprise scalability and sustainability
- Create a site that will allow user authentication for trusted internet based third-party agency business applications to provide centralized single sign-on functionality

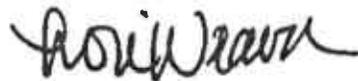
DHHS currently has an Intranet site designed and implemented using Adobe Dreamweaver. The site is over 20 years old, is maintained by a single person (DHHS Webmaster) and uses software that is no longer being supported by DoIT. The intranet is housed on a server that is scheduled to be decommissioned in October 2023. In addition, DHHS currently uses a network share drive to store and share key information.

The current Intranet provides information and documents for DHHS business, although it does not have many of the desired capabilities including, but not limited to, document versioning, collaboration tools, search capabilities, workflow, self-services, or the ability for creating individual sites or sharing information effectively between bureaus, divisions and departments. The intranet is currently used by all DHHS employees. DHHS requires a dynamic upgrade for a social intranet for all employees.

Contractor submissions were scored by a technical review team and the awarded vendor was identified as the high scoring vendor. Further details are included with this letter as Attachment A.

The Department of Information Technology in conjunction with the Department of Health and Human Services, Office of the Commissioner requests approval of this project agreement with TRN Digital LLC d/b/a TmDigital.

Respectfully submitted,



Lori A. Weaver
Interim Commissioner



Denis Goulet
Commissioner

DG/RA
DoIT #2024-007
RID #78047

**Attachment A: Project Quote Evaluation Summary
 DHHS Intranet Solution**

The State used a scoring scale of 100 points. Points were distributed as follows:

1. Ability to meet "Mandatory Expertise or Contractor Qualifications" – 15 Points
2. Ability to meet "Key Staff Required with Subject Matter Expertise" – 15 Points
3. Does the contractor provide a clear work plan and timeline for implementation of the solution - 15 Points
4. Vendor response to Requirements Matrix - 35 Points
5. Total cost – 20 Points
 - a. The following formula will be used to assign points for Cost:

$$\text{Vendor's Cost Score} = (\text{Lowest Proposed Cost} / \text{Vendor's Proposed Cost}) \times \text{Maximum Number of Points for Cost Proposal.}$$

	Maximum Points Available	Vendor Score
Technical		
Ability to meet "Mandatory Expertise or Contractor Qualifications"	15	15
Ability to meet "Key Staff Required with Subject Matter Expertise"	15	15
Does the contractor provide a clear work plan and timeline for implementation of the solution	15	10
Vendor response to Requirements Matrix	35	20
Subtotal - Technical	80	60
Cost		
Total Cost	20	20
Proposed Cost Amount		\$250,000
TOTAL POINTS	100	80

His Excellency, Governor Christopher T. Sununu and the Honorable Executive Council
Page 4

Individual Scorer Name	Individual Scorer's Position/Agency
David Wieters	Director, DHHS Bureau of Information Services
Jake Leon	Director, DHHS Communications Bureau
Lisa Richardson	DHHS Webmaster
Damien Benoir-Ledoux	DoIT Representative



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 13, 2023

Lori Weaver, Commissioner
Department of Health and Human Services
State of New Hampshire
95 Pleasant Street
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a CPA utilizing Statewide contract 8002852 under the Department of Administrative Services Statewide Master Agreements with TRN Digital LLC d/b/a TrnDigital, as described below and referenced as DoIT No. 2024-007.

The purpose of this request is for the development, implementation and maintenance services of an enterprise intranet solution using Microsoft SharePoint.

The Total Price Limitation will be \$250,000, effective upon Governor and Council approval through June 30, 2024.

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

Sincerely,

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

Denis Goulet

DG/jd
DoIT #2024-007
RID #78074

cc: Mike Williams, IT Manager



New Hampshire Department of Health and Human Services
Exhibit D

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner
NH Department of Health and Human Services
129 Pleasant Street,
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
 - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
 - 1.2.1. The dangers of drug abuse in the workplace;
 - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
 - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - 1.4.1. Abide by the terms of the statement; and
 - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug, statute occurring in the workplace no later than five calendar days after such conviction;
 - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services
Exhibit D



has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
 - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

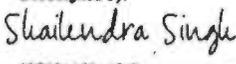
Place of Performance (street address, city, county, state, zip code) (list each location)

Check if there are workplaces on file that are not identified here.

Vendor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:

 Name: Shailendra Singh
 Title: Managing Partner

New Hampshire Department of Health and Human Services
Exhibit E



CERTIFICATION REGARDING LOBBYING

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
US DEPARTMENT OF EDUCATION - CONTRACTORS
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- *Temporary Assistance to Needy Families under Title IV-A
- *Child Support Enforcement Program under Title IV-D
- *Social Services Block Grant Program under Title XX
- *Medicaid Program under Title XIX
- *Community Services Block Grant under Title VI
- *Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

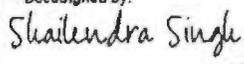
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-I.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:

 Name: Shailendra Singh
 Title: Managing Partner

Vendor Initials 
 Date 6/13/2023

New Hampshire Department of Health and Human Services
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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New Hampshire Department of Health and Human Services
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
 - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (l)(b) of this certification; and
 - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

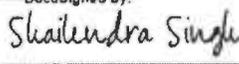
LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
 - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:

 Name: Shailendra Singh
 Title: Managing Partner

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New Hampshire Department of Health and Human Services
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts;

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:
Shailendra Singh
Name: Shailendra Singh
Title: Managing Partner

Exhibit G

Contractor Initials

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SS

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services
Exhibit H



CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:
Shailendra Singh
Name: Shailendra Singh
Title: Managing Partner

New Hampshire Department of Health and Human Services



Exhibit I

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

(1) **Definitions.**

- a. "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

Contractor Initials SS

Date 6/13/2023

New Hampshire Department of Health and Human Services



Exhibit I

- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, pursuant to the terms set forth in paragraph d. below; or
 - III. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business

New Hampshire Department of Health and Human Services



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
 - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - o The unauthorized person used the protected health information or to whom the disclosure was made;
 - o Whether the protected health information was actually acquired or viewed
 - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.
- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (I). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI

New Hampshire Department of Health and Human Services



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate

SS

New Hampshire Department of Health and Human Services



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.

3/2014

Contractor Initials SS

Date 6/13/2023



New Hampshire Department of Health and Human Services

Exhibit I

- e. Segregation. If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

Department of Health and Human Services

Trn Digital LLC

The State by:

Name of the Contractor

David Wieters

Shailendra Singh

Signature of Authorized Representative

Signature of Authorized Representative

David wieters

shailendra singh

Name of Authorized Representative
Director Information Services

Name of Authorized Representative

Managing Partner

Title of Authorized Representative

Title of Authorized Representative

6/13/2023

6/13/2023

Date

Date

Contractor Initials DS
SS

Date 6/13/2023



New Hampshire Department of Health and Human Services
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Trn Digital LLC

6/13/2023

Date

DocuSigned by:

Shailendra Singh

Name: Shailendra Singh

Title: Managing Partner

DS
SS

Contractor Initials

Date 6/13/2023

New Hampshire Department of Health and Human Services
Exhibit J



FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: WMA227823677
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C.78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

- 7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network...
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity...
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164...
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals...

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

- 1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

- 9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

- 1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. 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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

- 6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

- 1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

New Hampshire Department of Health and Human Services**Exhibit K****DHHS Information Security Requirements**

the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
 - b. safeguard this information at all times.
 - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
 - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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Exhibit K
DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

- A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

- B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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Development, Implementation and Maintenance of Enterprise SharePoint Intranet

State of New Hampshire (DHHS - Department of Health & Human Services)

Roll Number 2024-007



www.trndigital.com



Response To: RFQ 2024007_310272708

June 2023

DocuSign Envelope ID: 02AC7BA7-2DC4-478F-B1E8-C1920FFD037E

Agenda

- 1 About TrnDigital
- 2 Facets Of Modern Intranet
- 3 Intranet Project Proposed Methodology
- 4 Proposal
- 5 Commercials
- 6 Case Studies: Ironwood Pharmaceuticals
- 7 Appendix
- 8 Screenshots

About TrnDigital

Headquartered in Boston

Outcome Based Delivery

Boston Office 365 User Group Founders

High Quality Solutions

Team of Full Stack Technical Experts

Charter Partner of the Microsoft Content Services Partner Program



RS 2018 **50** Most ADMIRABLE Companies of the year



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Microsoft Partnership

- Microsoft Cloud Solution Provider: Direct Partner
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- Microsoft Planning Services
 - SharePoint Deployment Planning Services
 - Desktop Deployment Planning Services
 - Skype for Business and Exchange Deployment Planning Services
 - Developer Tools Deployment Planning Services

Microsoft Partner



- Gold DevOps
- Gold Collaboration and Content
- Gold Cloud Productivity

Microsoft Partner



- Silver Application Development
- Silver Cloud Platform
- Silver Datacenter
- Silver Small and Midmarket Cloud Solutions

 **Microsoft**
Solutions Partner

Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner

Modern Work

Our Mission

TrnDigital develops
**leading-edge technology
solutions** to help solve
business problems and
create new commercial
opportunities



We aim to **eliminate waste** at every step



We **partner** with our customers to
establish shared value and drive results



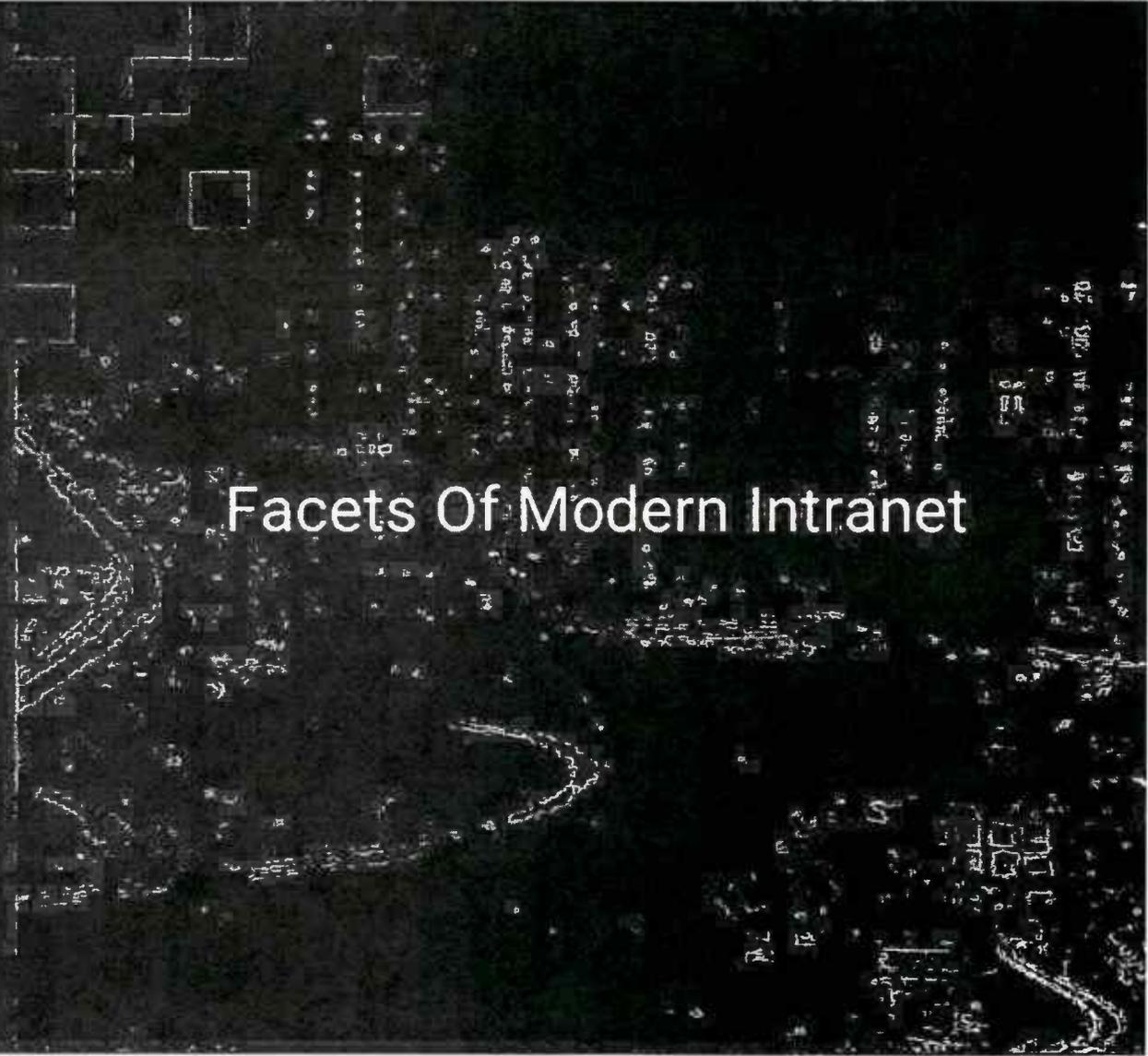
We **empower** our clients to transform
into the digital landscape and stay ahead
of the competition

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Facets Of Modern Intranet



How an Intranet is the first step towards Modern Workplace



Digital Headquarters



Bridge Departments And Locations



Open Up Leadership Communication



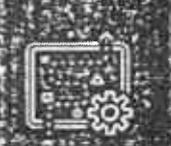
Drive other transformations



New hire time-to-value



Take care of employees



Fastrack New Company Onboarding/Acquisitions

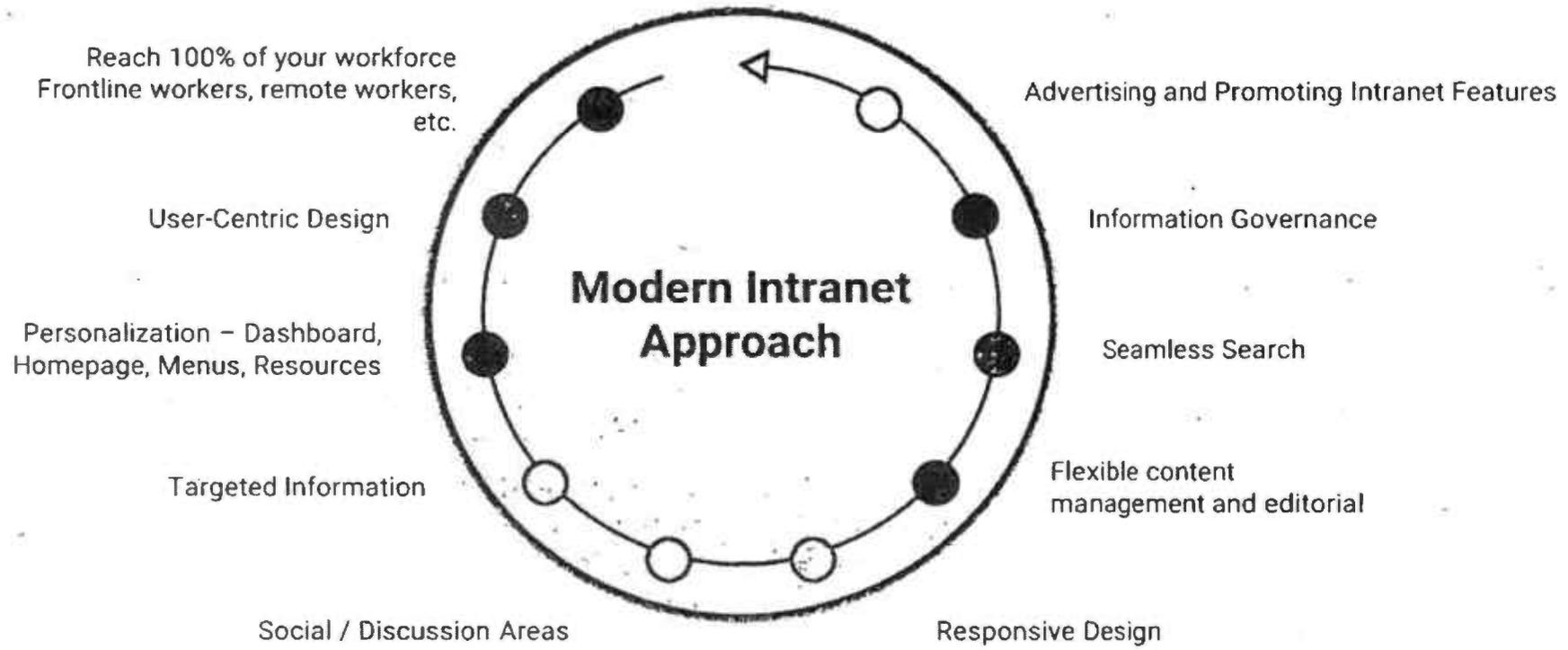


Help employees improve productivity

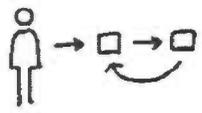


Single source-of-truth

Themes in Modern Intranet Design



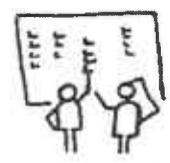
Intranet Strategy | Best Practices



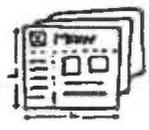
Focus on task-Centered Information. Avoid Information silos



Focus on search and improve search quality



Rely on user research methods - including user testing Personas and card sorting - both for design decision in general and IA decision in particular



Design Iteratively , drive decision by showcasing the art of possible



News can be a main homepage feature, but news stories should be relevant and useful



Training for site manager and people in charge of individual areas in recognition of the fact that user experience quality derives from people and not just technology



provide better employee profile page



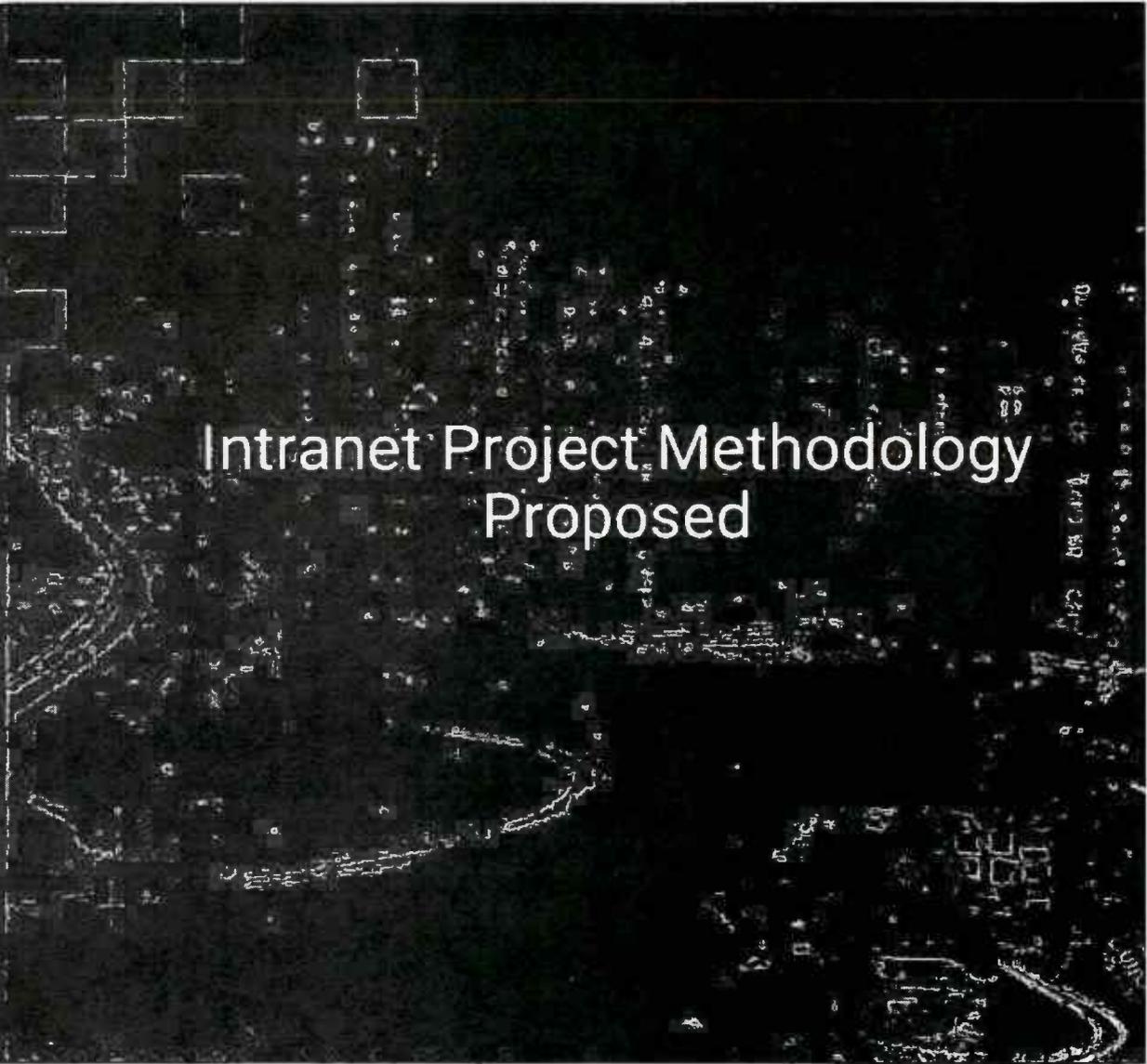
A content curator is mandatory to keep specific page up-to-date

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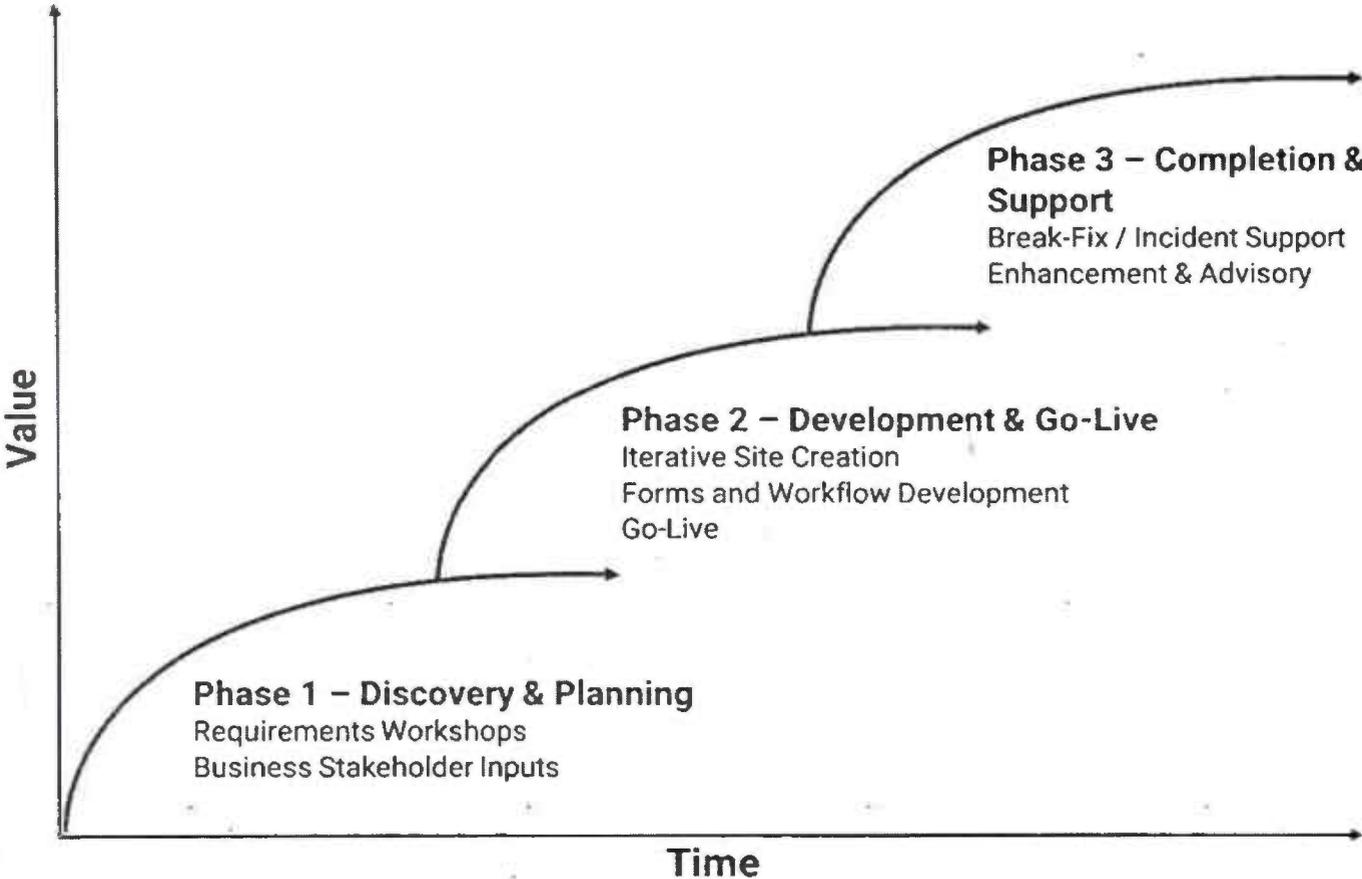


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Intranet Project Methodology Proposed



Intranet Project Phases



Phase 1: Discovery & Planning

- Key SME and Stakeholder Identification
- Showcase of SharePoint Online Modern Components & Layouts
- Design Sessions & Requirements Gathering Workshops

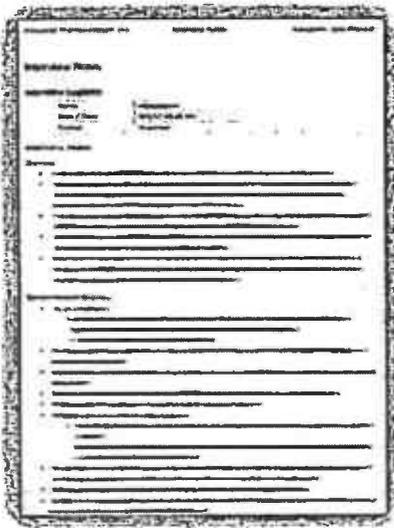
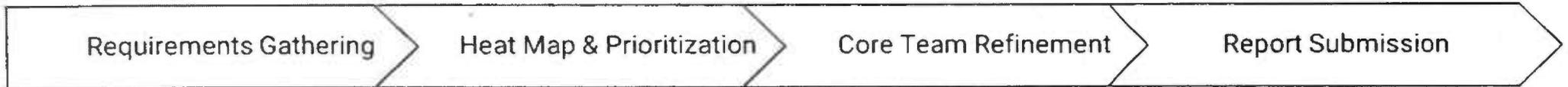
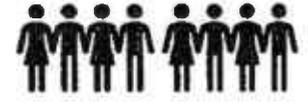
Phase 2: Development & Go-Live

- Solution Implementation
- System Testing and Mobile Compatibility
- Content Creator Training
- User Acceptance Testing
- Production Go-Live

Phase 3: Completion & Support

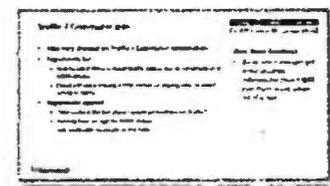
- Transition & Documentation
- Maintenance, Enhancements and ad-hoc needs
- On-going Governance
- Advisory hours

PROCESS

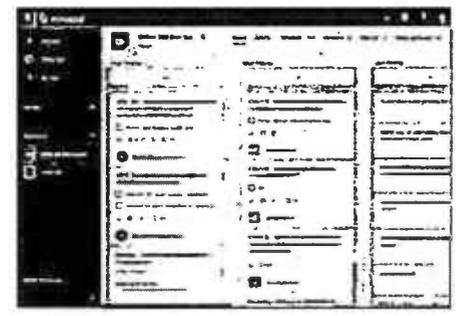
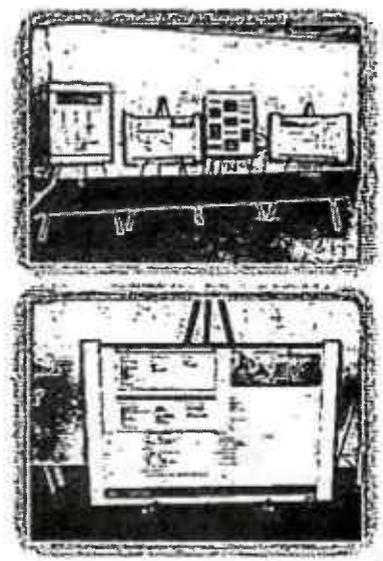
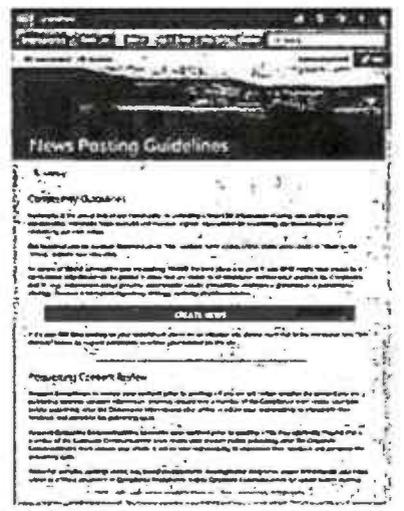
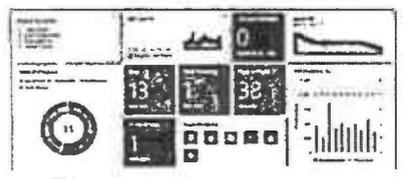
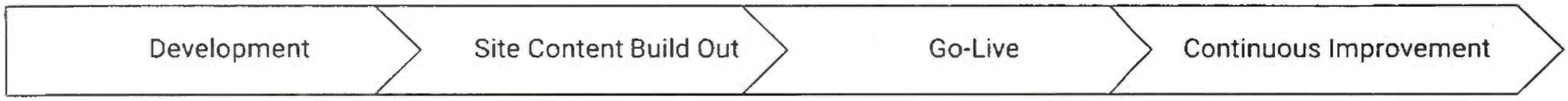
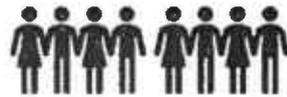


Function (Most Interest)	Score	Votes	Std Dev.
Quick Links	3.00	38	0.0
Mega Menu (Site Navigation)	3.00	17	0.0
Upcoming Events - Targeted	2.94	35	0.3
Alerts	2.92	26	0.4
News Rotator	2.63	16	1.5
New Hire Spotlight	2.18	34	1.3
Employee Spotlight	2.13	16	1.6
Ads	2.00	10	1.9
Industry News	1.55	33	1.3
Photo of the Week	1.47	34	1.2
Basic Polling	1.40	30	2.0
Social Media Updates	0.64	33	1.7
Stock Information	-0.06	36	2.5
Weather	-0.29	34	2.2
Traffic / Commuter Info	-0.42	31	2.3
Activity Feed	-1.33	6	2.7

Function (Small Interest)	Score	Votes	Std Dev.
New Hire Resources	3.00	1	0.0
Corporate Contacts	3.00	1	0.0
Leadership Blogs	3.00	1	0.0
Results pulled from Salesforce	1.67	3	1.2
Ironwood TV Commercials	1.00	1	0.0
Search Google from home page	1.00	1	0.0
Dashboards into timesheets, LMS, etc.	1.00	1	0.0



Process





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Proposal



Executive Summary

- **Thank you for giving us the opportunity** to help DHHS Deploy and Maintain their enterprise SharePoint Intranet.

- **DHHS's Requirements Summary**
 - DHHS is currently seeking to engage qualified vendors who would set up their enterprise Intranet built on Microsoft SharePoint.
 - The current Intranet on Dreamweaver is housed on a server that is scheduled to be decommissioned in October 2023 and DHHS seeks a consistent and supportable Microsoft SharePoint Intranet solution to offer improved collaboration, communication, and streamlined business systems access throughout the organization.

- **Our Value Proposition and Differentiators**
 - We are a qualified vendor of the State of New Hampshire for Microsoft/Office 365/Azure Cloud Solutions Professional Services.
 - We meet all the mandatory expertise requirements
 - We have an A-Team of SMEs with the needed In-depth experience and expertise
 - We have led the implementation of over 50 large-scale Intranets on the Microsoft Platform.
 - TrnDigital brings a library of reusable components
 - Our favorable rates for State of New Hampshire, allows us to complete the project at the most efficient cost.

DHHS Intranet Goals & Objectives

Objectives

The following requirements are expected to be met as a part of this project.

- Adoption of a collaborative solution to share policies, procedures, information, and events
- Department wide tool to streamline user requests and their fulfillment.
- Integrated workflow solution for agency users (@dhhs.nh.gov) to submit electronic forms to the help desk or other areas of the state to streamline approvals and replace the need for PDFs and MS Word forms.
- Searchable central repository for policies, procedures, and guidelines
- Search capabilities for the entire Intranet based on keyword or other metadata as defined.
- Design a solution that allows for business areas to be empowered by role permission to maintain their content and be innovative while still allowing for enterprise scalability and sustainability.
- User authentication for trusted internet based third-party agency business applications to provide centralized single sign-on functionality.

Requirements Table – Implementation Response (1 of 3)

Requirement	Mandatory/ Optional (M/O)	Vendor Response (Y/N)	Vendor Comment
Supports multiple sites for the Intranet Architecture to include Communication Sites, Team Sites and Project Sites	M	Y	Modern SharePoint will only provide Team and Communication site templates. Team site template can be utilized for the project sites.
Utilizes responsive design to support multiple devices(phones, tablets, laptops) – state devices	M	Y	
All site controls and features will be fully Section 508 and WCAG 2.0 compliant or provide access to alternate fully 508 compliant versions of the content displayed	M	Y	
Supports the following initial hierarchical design: Department followed by Division, followed by bureau, and ending with program.	M	Y	DHHS has already clarified that they follow a flat structure with no subsites. Content can be organized using metadata so that the hierarchical information is recorded.
Configure audit logging to maintain an audit trail showing when content was created, edited, deleted and by user (revision tracking)	M	Y	
Intranet allows for content to be published and shared at the department, division, bureau and program levels	M	Y	
Intranet configuration will have the ability to restrict access to publish, edit, or view data based on permissions	M	Y	
Intranet solution needs to support data feeds, any technology or configuration should be included in the proposal	M	Y	
Ability to track page hits for usage metrics with SharePoint Analytics	M	Y	
Design, develop and implement metadata solution to track metadata for the documents and content shared	M	Y	

Requirements Table – Implementation Response (2 of 3)

Requirement	Mandatory/ Optional (M/O)	Vendor Response (Y/N)	Vendor Comment
Creation and implementation of templates for Division, Bureau, Program, Project and individual user site	M	Y	
Ability to present information from the Intranet on the department's external Drupal web content management system	M	Y	
Support for embedded website data e.g., YouTube, Google calendar	M	Y	
Content can be delivered to social media sites: YouTube, Instagram, Facebook, Twitter and LinkedIn	M	Y	DHHS has already clarified that no content will be posted from the Intranet to social media sites.
Integration with key agency business systems: <ul style="list-style-type: none"> • Office 365 • NH First • Footprints • Salesforce Golden Record database	M	Y	
Ability to enable and configure SharePoint Single Sign-On/user authentication functionality to trusted agency third party applications.	M	Y	
Supports the following messages/announcements <ul style="list-style-type: none"> • Push messages and communication • Organization wide announcements • Targets announcements to specific groups or times Email alerts to subscribers	M	Y	
Design and creation of department wide searchable FAQ page	M	Y	

Requirements Table – Implementation Response (3 of 3)

Requirement	Mandatory/ Optional (M/O)	Vendor Response (Y/N)	Vendor Comment
Create and implement as well as design governance and training for the creation and implementation of: <ul style="list-style-type: none"> • Fillable forms with or without workflows • Message boards • Workflows • Content management workflow Form based workflow • Alerts for subscriptions • Document management (versioning and retention) • Training guides/manuals • Policies and Procedures • Surveys • Wikis • Employee directory (searchable) • Organization Chart (interactive) • Sitemap • Global site search (allowing for results restricted to the global sites) Sub-site Search (allowing for results restricted to the sub-site) 	M	Y	
Intranet Content Functions: <ul style="list-style-type: none"> • Announcements • Events Calendar • Internal Policies and Procedures • Internal Contact information via employee searchable directory • Internal FAQs • DHHS acronyms • Holiday Schedule • Paydays • Training Materials Link to internal data portal 	M	Y	
Ability to upload digital content (photos and videos)	M	Y	
Develop a keyword library for Content Managers	O	Y	
Integration of existing DHHS SharePoint content	O	Y	

Scope of Work

In Scope

- The department would like to identify a small team for enhancements to the SharePoint environment on an as needed and as funded basis to support a four-week engagement to intake department needs, identify a plan of action including prioritization of items to achieve on a weekly basis, to incrementally improve upon the base SharePoint solution provided by this engagement. The contractor would be responsible for documenting the process, user stories, plan, solution and delivery into production. The four-week engagements would utilize Agile Scrum methodologies to manage the process and utilize the staffing as outlined below, unless otherwise stated the resources are considered contractor resources. All work is performed between the hours of Monday through Friday, between 8am and 4pm EST and all team members will be available for input on a daily basis.
- TrnDigital will be allocating the below hours based for four weeks on the activities detailed in slide 21.
 - 40 hours of Project Manager
 - 110 hours of SharePoint Online Information Architect / M365 Business Analyst
 - 80 hours of M365&CS Business Analyst
 - 80 hours of M365&CS Business Analyst

Planned Activities (1 of 2)

Each sprint will have ceremonies that will be performed at the times and scope below

- Daily Standup – Each day of the sprint the entire team should be available for a ten-minute meeting to review what is being worked on any roadblocks.
- Sprint Planning – performed prior to the beginning of each sprint to determine which backlog items will be worked on during the sprint, including the plan to complete the items/user stories. All team members are included in the sprint planning session.
- Sprint Retrospective – performed at the end of each sprint will be a session including all team members to review what worked well, what did not work well and a plan of action to address next steps
- Sprint Demonstration – At the end of each sprint, the team will demonstrate the solution that has been completed based on the sprint plan to gather feedback and prepare for sprint planning. All team members will
- Backlog grooming - prior to sprint planning all items to be discussed, reviewed and prioritized by the entire team to prepare for sprint planning.

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Planned Activities (2 of 2)

Functions of the team and scope would be the following:

Sprint/Week 1

- SharePoint Information Architect - 20 hours
 - Discovery
 - Creation of backlog of user stories as needed
 - Sprint Planning
- Business Analysts - 20 hours for each person
 - Discovery
 - Creation of backlog of user stories as needed
 - Sprint Planning
- PM - 10 hours
 - Schedule meetings
 - Manage risks, priorities, features and escalations
 - Update schedule and MVP
- Business team Lead (Department Resource) - 20 hours for each team lead
 - Identify features
 - Identify user stories
- Business Product Owner (Department Resource) - 10 hours
 - Prioritization of user stories
 - Escalations
 - Approve MVP

Sprint/Weeks 2 and 3

- SharePoint Information Architect - 30 hours each week
 - Task completions associated with user stories
 - Testing of items completed for review
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint Planning for following weeks
 - Sprint retrospective for what went right and what could be improved
- Business Analysts - 20 hours for each person each week
 - Backlog refinement of user stories
 - Creation of user stories
 - Task completions associated with user stories
 - Testing of items completed for review
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint Planning for following weeks
 - Sprint retrospective for what went right and what could be improved
- PM - 10 hours each week
 - Schedule meetings
 - Manage risks, priorities, features and escalations
 - Update schedule and MVP
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint Planning for week 3&4
 - Sprint retrospective for what went right and what could be improved
- Business team Lead (Department Resource) - 20 hours for each team lead, each week
 - Identification of features
 - Participate in backlog refinement of user stories
 - Creation of user stories
 - Task completions associated with user stories

- Testing of items completed for review
- Communication with whole team
- Backlog refinement of user stories
- Demonstration - Present demonstration of working product
- Sprint Planning for following week
- Sprint retrospective for what went right and what could be improved

Business Product Owner (Department Resource) - 10 hours each week

- Prioritization of user stories
- Approve Minimal Viable Product (MVP)
- Manage escalations
- Communication with whole team
- Demonstration - Present demonstration of working product
- Approve based on team's recommendations moving current sprint MVP into production
- Sprint Planning for following week
- Sprint retrospective for what went right and what could be improved

Sprint/Week 4

- SharePoint Information Architect - 30 hours
 - Task completions associated with user stories
 - Testing of items completed for review
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint retrospective for what went right and what could be improved
- Business Analysts - 20 hours for each person
 - Task completions associated with user stories
 - Testing of items completed for review
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint retrospective for what went right and what could be improved
- PM - 10 hours
 - Schedule meetings
 - Manage risks, priorities, features and escalations
 - Update schedule and MVP
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Sprint retrospective for what went right and what could be improved
- Business team Lead (Department Resource) - 20 hours for each team lead
 - Task completions associated with user stories
 - Testing of items completed for review
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - MVP validation
 - Sprint retrospective for what went right and what could be improved
- Business Product Owner (Department Resource) - 10 hours
 - Schedule meetings
 - Manage risks, priorities, features and escalations
 - Communication with whole team
 - Demonstration - Present demonstration of working product
 - Approve based on team's recommendations moving current sprint MVP into production
 - Sprint retrospective for what went right and what could be improved

About TrnDigital Roles & Profiles

Role	Description
Project Manager	<p>TrnDigital's Project Managers have over 10+ years of experience in successful project management and program management across enterprise IT Programs. Our project managers hold certifications such as PMP and Certified Scrum Masters. Most TrnDigital Project Managers have also led successful Government projects, including at the state and federal level.</p>
SharePoint Online Information Architect	<p>Our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. Below are the typical certifications of our SharePoint Architects hold:</p> <ul style="list-style-type: none"> • MCSE: SharePoint • Managing Microsoft SharePoint Server • Deploying SharePoint Server Hybrid • Enabling Office 365 Services
Business Analyst	<p>TrnDigital's Business Analysts have 5+ years of experience with different agencies and have a specialist skill in Microsoft technologies. TrnDigital's Business Analyst has experience working both waterfall and agile development frameworks. They understand the INVEST principles of writing user stories, use cases, business, and technical requirements, document business processes-current and to-be state, and UAT documents.</p>
M365 Consultant(s)	<p>The typical experience of our Microsoft Technical Consultant is over 10 Years with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies designing and implementing Microsoft/Office365, Intranets and Azure Cloud Solutions.</p>
Accessibility QA	<p>Our Accessibility Quality Analysts are well versed test engineers working in Accessibility Evaluation. Apart from knowledge of section 508 and WCAG 2.1 Accessibility standards, they also possess good knowledge of other accessibility standards such as DDA 1995.</p>

ABOUT TrnDigital Roles & Profiles – Indicative Profiles

Attached Separately

JAN WYCKOFF

Digital Transformation Leader - Strategy & Implementation

Accomplished technical team leader with the ability to balance client collaboration and needs assessment with design and delivery excellence in implementing business-critical, enterprise scale technology projects. Technical strategist recognized for seamlessly aligning technical solutions with business objectives with expertise across multiple platforms and technologies. Adept at leading cohesive teams and communicating technical concepts to non-technical partners to ensure a customer-focused environment where exceeding expectations is paramount. Microsoft Service Adoption Specialist.

CORE COMPETENCIES

- Organizational Change Mgmt.
- Software Development
- Conceptual Design/Customization
- Business Analysis & Collaboration
- Budget Management & Governance
- Vendor Relations
- Project Management
- Enterprise-Scale Solution Delivery
- Technical Communications
- Client Relationships/Trust
- Workflow Analysis
- Support Services/ITIL Best Practices

TECHNICAL SKILLS

- Microsoft 365 Cloud Migration
- Development/Administration: SharePoint 2010 & 2013, SharePoint Online, PowerAutomate, Microsoft 365, Salesforce, ServiceNow
- Azure, AWS, Google Cloud Platform
- AngularJS, JavaScript, PowerShell
- Apex, C#, C++, SQL, Glide Scripting
- HTLM, XML, CSS, Bootstrap CSS
- GitLab, TFS
- CI/CD, Agile, Scrum, Waterfall

PROFESSIONAL EXPERIENCE

- TrnDigital, Boston, MA, Piscataway, NJ** July 2020 – Present
 Director of Microsoft 365 Services
 Responsible for implementation, migration, adoption and support of Microsoft 365 Services.
- Increase ROI by fast-tracking user adoption via Project Champions, Pilot Users, Multiple Communication Channels and Customized/Personalized Training methods.
 - Plan & Implement Microsoft Teams. Migrate from collaboration platforms including Skype and Slack
 - Analyze, Plan and Implement SharePoint migrations from SharePoint 2010, 2013, 2016 to SharePoint Online
 - Establish Security & Governance Guidelines for Microsoft technologies
 - Provide ongoing support services of Microsoft 365 technologies, adhering to established SLAs and following ITIL Best Practices.
- WYNDHAM HOTELS & RESORTS / WYNDHAM WORLDWIDE, Parsippany, N.J.** 2006 – June 2020
 Senior Technical Manager, Shared Applications IT 2018 – June 2020
 Provided leadership of technology team performing custom development and providing support for over 10 applications including SharePoint 2010/2013, SharePoint Online, Salesforce custom ITSM solution, Clarity, Integrity, SmartSheet, CoStar and supporting over 5,000 users across all lines of business.



Arun Kumar Kasaraneni

Mobile: 647508070 Email: arun@trndigital.com
Title: Microsoft Solution Architect

Profile

Experienced Microsoft 365 Solution Architect with over 12 of industry experience. Skilled in designing, implementing, and testing Microsoft 365 solutions with a focus on SharePoint. Proven ability to leverage expertise in SharePoint for creating tailored solutions that meet the business needs and objectives. Skilled in teamwork, communication, and problem-solving skills.

Work Experience

- 09/2019 - PRESENT**
Greater Boston, USA
- Microsoft 365 Solution Architect**
Trn Digital LLC
- Developed, optimized, and implemented Microsoft 365 solutions with a focus on SharePoint services, resulting in improved productivity and efficient business operations.
 - Successfully led the migration of clients from legacy systems to SharePoint Online, ensuring a seamless transition with minimal downtime.
 - Spearheaded the design and implementation of a SharePoint solution catering to the needs of a large, distributed workforce.
 - Collaborated with cross-functional teams to develop and implement Microsoft 365 strategies aligned with organizational goals.
 - Provided comprehensive SharePoint administration and user training, including permission management, workflow creation, and issue troubleshooting.
 - Implemented security measures and protocols for Microsoft 365 services to reduce potential risks and ensure compliance with industry regulations.
 - Conducted end-user training sessions on effective usage of SharePoint and other Microsoft 365 services.
- 03/2017 - 05/2019**
Mississippi, United States
- Technology Specialist**
Capgemini | IBM, MetLife
- Spearheaded the design and implementation of a .NET platform for IBM.
 - Achieved recognition for outstanding internet design by receiving the Best 2019 Internet Design award.
 - Developed and maintained SharePoint sites, lists, libraries, and workflows, ensuring seamless business operations.
 - Managed system updates and backups, ensured data integrity and system security for SharePoint environment.
 - Provided timely technical support to SharePoint users, effectively resolving issues and minimizing downtime.
 - Assisted in the successful migration of on-premise SharePoint to SharePoint Online, and migrating business documents.
 - Collaborated with business stakeholders to design and implement custom SharePoint solutions that meet project requirements.
- 03/2009 - 09/2010**
New York, United States
- Technology Lead**
Talbots | SuperVista
- Demonstrated expertise in providing technical leadership as a Technology Lead for On-Prem SharePoint 2010 customizations.
 - Conducted thorough root cause analysis to identify and resolve any issues in SharePoint 2010, while ensuring seamless operation of the platform.
 - Successfully managed and executed the migration of content from Lotus Notes to SharePoint 2010 using Metaframe tool, ensuring timely and efficient completion of

Abhijeet Jadhav

Director Cloud Services

Senior Technology Architect | Microsoft MVP | Blogger | Published Author

Mobile: 647508070 Email: abhijeet@trndigital.com

Twitter: @abhijeetjadhav LinkedIn: abhijeetjadhav



Summary

17+ year experience, extensive knowledge in Microsoft 365 and SharePoint combined with a proven track record in providing solutions pertaining to enterprise solutions implementation. Proficient in leading cross-functional teams to optimize the design and create complex business requirements. Conceptualize and engineer cutting edge solutions for various business scenarios. Adept at implementing MS Azure, Office 365, Microsoft 365 customizations. Highly collaborative and customer-oriented approach to ensure successful delivery of all client projects and ensure client satisfaction.

Work Experience

Trn Digital Mar 2021 - PRESENT

Director Cloud Services / Sr. Technology Architect

- Managing a cross-functional, geographically dispersed team, collaborating with business stakeholders to implement solutions.
- Identifying a future business process opportunities and proposed solutions along with evaluating, implementing, and supporting a broad range of solutions including Office 365, and user training solutions etc.
- Working with line of business clients and IT stakeholders across all primary areas, define and deliver user centric solutions to business process requirements across all primary areas and ensuring seamless transition between business units to ensure business continuity and ensure customer satisfaction that lead to customer success.

Parsons Technology Solutions Dec 2019 - Mar 2021

Sr. Technology Architect / Delivery Manager

- Working closely with the application team to facilitate application architecture transitions.
- Developing and supporting a broad range of solutions including Office 365, and user training solutions etc.
- Working closely with business units to ensure business continuity and ensure customer satisfaction that lead to customer success.
- Managing project implementation activities, ensuring timely implementation of solutions to ensure business process continuity.
- Business development and client relationship management for assigned work areas, ensure successful client relationships to provide customer satisfaction over the implementation of a digital platform across all primary areas.
- Manage all client and engagement management project planning / pricing, mapping use business processes.
- Efficiently manage delivery by providing technical assistance with client to understand business needs and ensuring a seamless delivery of solutions.

Parsons Technology Solutions Jun 2016 - Dec 2019

Project Manager / Technical Lead

- Work closely with client, business, and technical teams and lead in executing project across various industries with Project Management, Technical, Management, and other business functions and ensure project delivery, and execution.
- Provide project cost and financial reports and ensure business and technical requirements at management level in a timely manner.
- Provide daily oversight to the Client example and reporting teams, provide coaching, mentoring, and performance management.
- Develop and ensure business development that is in line with our established capabilities, business strategy, and development strategy.

Advanced Technical Solutions Jun 2010 - Dec 2016

Programmer / Sr. Analyst

- Conduct technology requirements programming and testing for various applications.
- Providing analysis and ensuring seamless operation of the platform during updates and user application releases. Responsible for data collection, data management, and reporting procedures for the projects and for specific projects.

Education

Bachelor of Engineering (Computer Science & Engg) | Salford University - 2010 - 2014



Skills

Microsoft 365 Solution Architect

Certifications

- Microsoft 365 Solution Architect

Awards

- Microsoft MVP
- Microsoft MVP
- Microsoft MVP
- Microsoft MVP

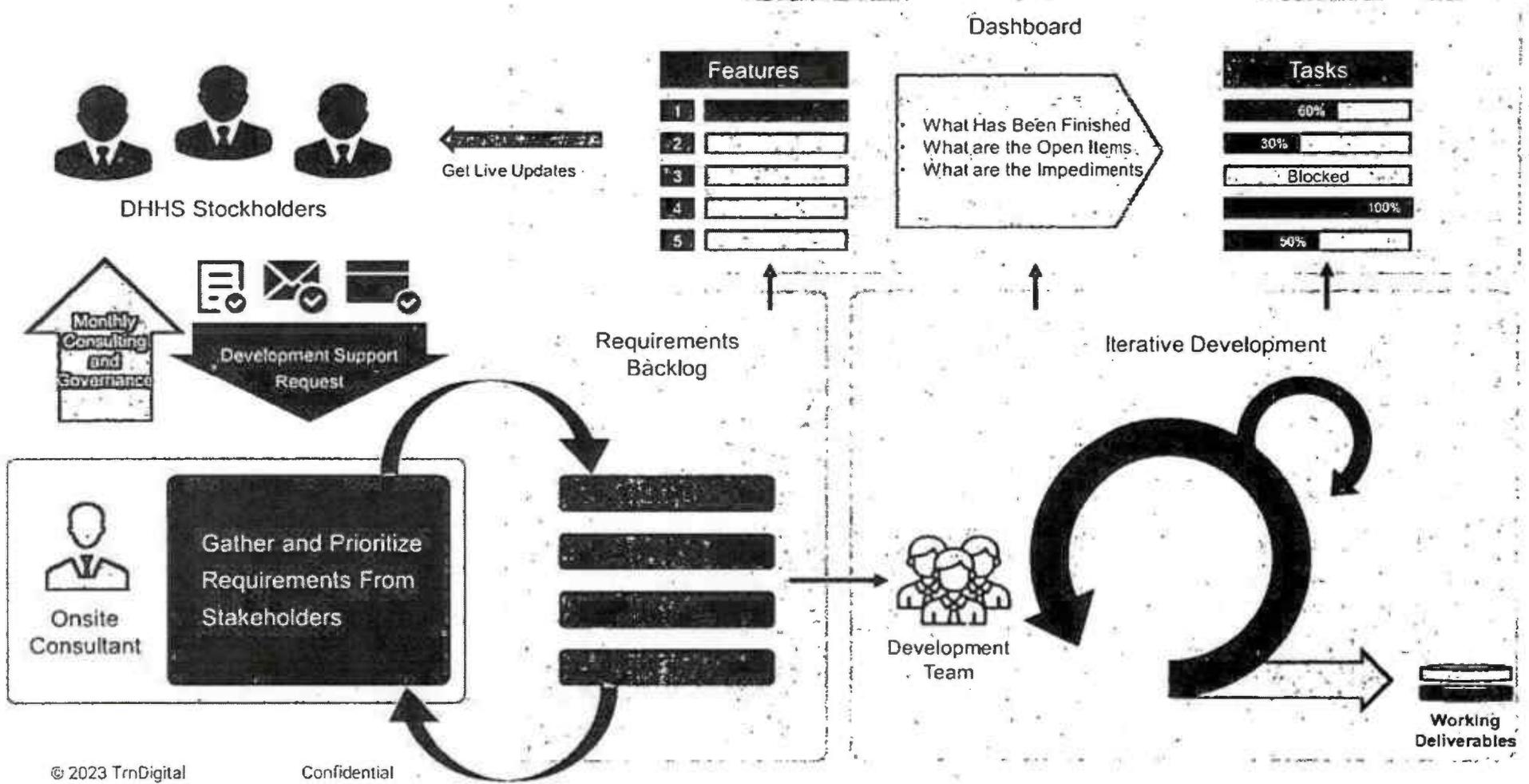
Personal Profile

- Microsoft 365 Solution Architect
- Microsoft 365 Solution Architect
- Microsoft 365 Solution Architect

Volunteering

- Microsoft 365 Solution Architect

Proposed Backlog Based Enhancement Model



Assumptions

- Customer will create accounts and provide admin access to all the support team members for the required areas.
- Migration Account with Global Admin roles will be created on both source and destination and appropriate license assigned.
- Client will provide administrative rights to the SharePoint Online environment to perform development and deployments.
- Migration team user Accounts will be created on source and target with respective service admin roles and appropriate licenses.
- The 100 pages to be migrated are assumed to be content pages without custom development.
- A single point of contact from Customer team will be required for the ongoing work.
- The customer agrees to review the weekly hours and associated deliverables on a weekly basis throughout the project and to provide timely feedback. It is understood that in absence of any review or feedback on a weekly basis the hours submitted will be deemed as accepted.
- Support or Services that are beyond the mentioned scope can be availed as a separate project or as an add-on to existing plan.
- Any custom solution not listed in the scope section is considered out of the scope of this project.
- The Government E3 license covers the primary license requirements.

Commercials

Approximately Estimated Cost for Development & Implementation of SharePoint Intranet [4 Weeks].

Role	Rate	Estimated Hours	Costs
Project Manager	\$150	40	6,000
SharePoint Online Information Architect / Business Analyst	\$175	110	\$19,250
M365&CS Business Analyst	\$140	80	\$11,200
M365&CS Business Analyst	\$140	80	\$11,200
			\$47,650

The total price limitation must not exceed \$250,000, each four (4) week sprint cannot exceed \$47,650, in accordance with the TrnDigital State of New Hampshire Not To Exceed Hourly Rate Card

TrnDigital State of New Hampshire Not-To-Exceed Hourly Rate Card

POSITION	Year 1	Year 2	Year 3
	Hourly Rate	Hourly Rate	Hourly Rate
PROJECT MANAGER	\$150.00	\$150.00	\$150.00
M365&CS BUSINESS ANALYST	\$140.00	\$140.00	\$140.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$120.00	\$120.00	\$120.00
COMPLIANCE ADMINISTRATOR	\$175.00	\$175.00	\$175.00
EXCHANGE ADMINISTRATOR	\$120.00	\$120.00	\$120.00
GROUPS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
SHAREPOINT ADMINISTRATOR	\$120.00	\$120.00	\$120.00
DYNAMICS 365 ADMIN ISTRATOR	\$190.00	\$190.00	\$190.00
TEAMS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
ADDITIONAL SUPPORT ROLES	\$110.00	\$110.00	\$110.00
MICROSOFT TECHNICAL ARCHITECT	\$150.00	\$150.00	\$150.00
SHAREPOINT ONLINE INFORMATION ARCHITECT	\$175.00	\$175.00	\$175.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$150.00	\$150.00	\$150.00

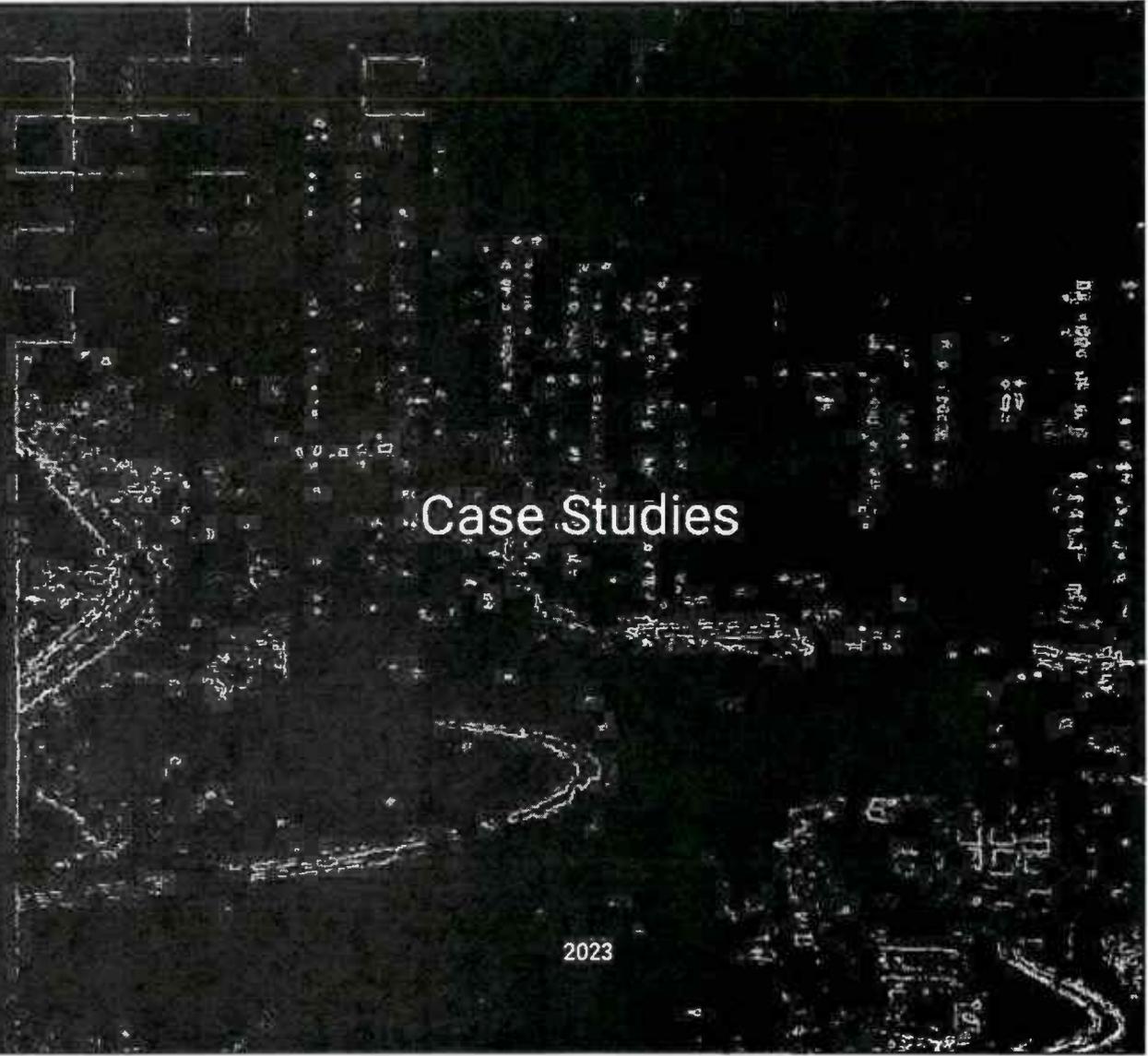
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Case Studies

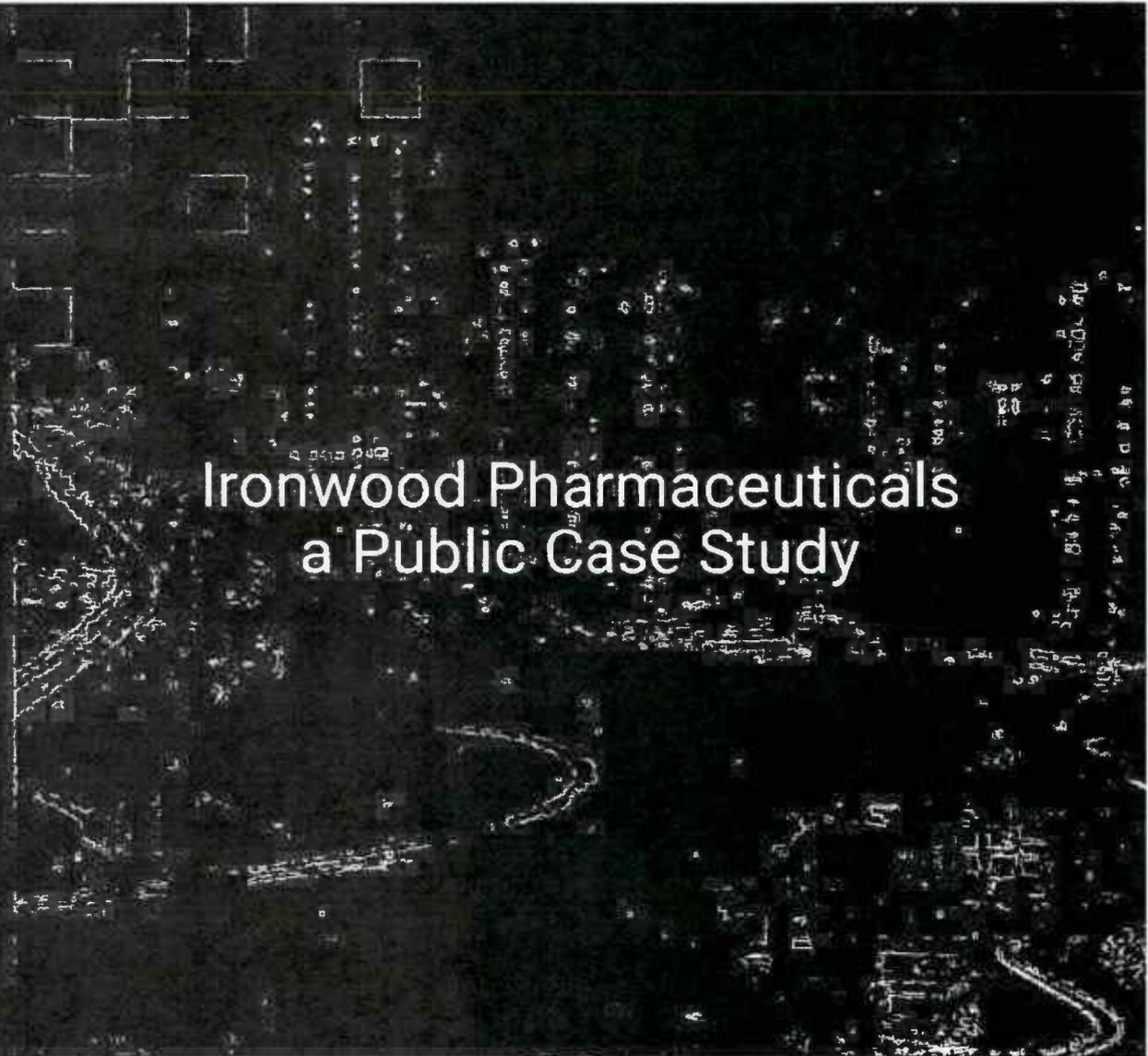
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Ironwood Pharmaceuticals a Public Case Study



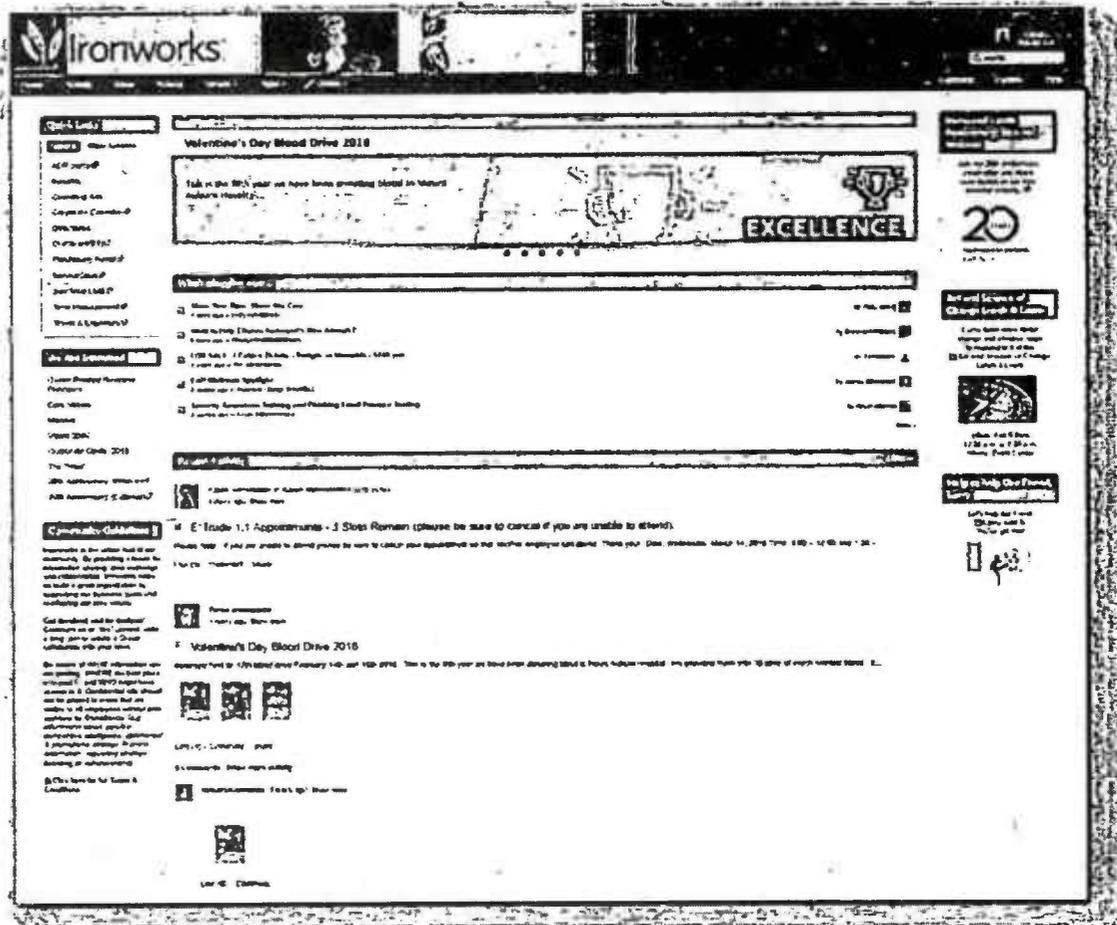
Client Profile



Ironwood Pharmaceuticals is a commercial biotech company focused on creating medicines that make a difference for patients, building value for shareholders, and empowering a passionate team. Ironwood commercializes three innovative products and is researching a rich pipeline of investigational medicines.

Previous Intranet Pain Points

- Ironworks was not a Primary Source
- Stale, out of date content, hard to find good content
- Complex to author new content
- Not cross-device capable (i.e. weak on iPad/iPhone)

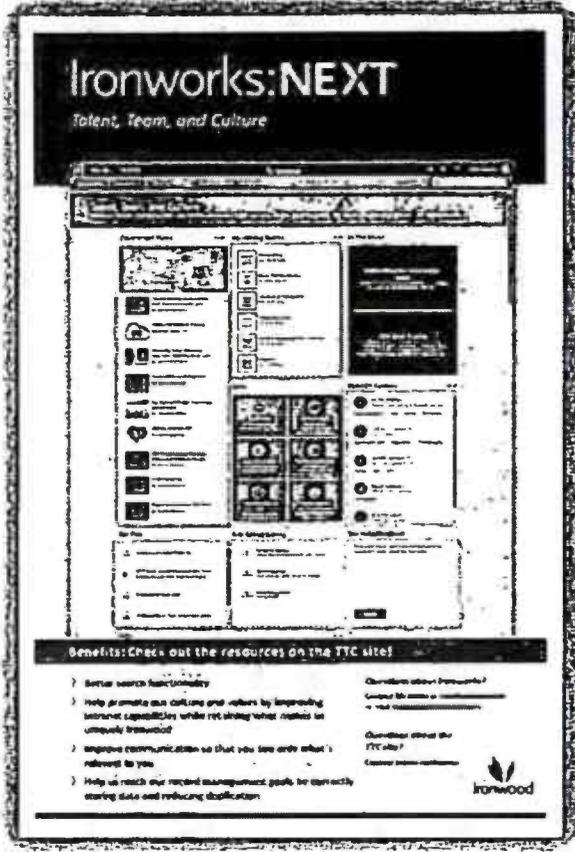


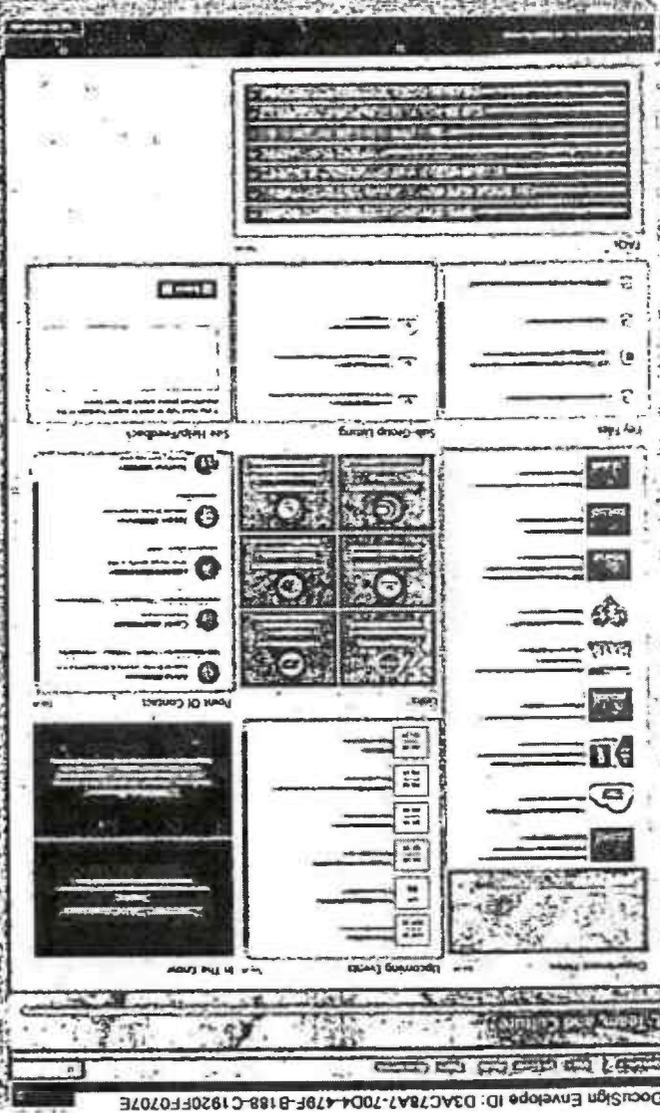
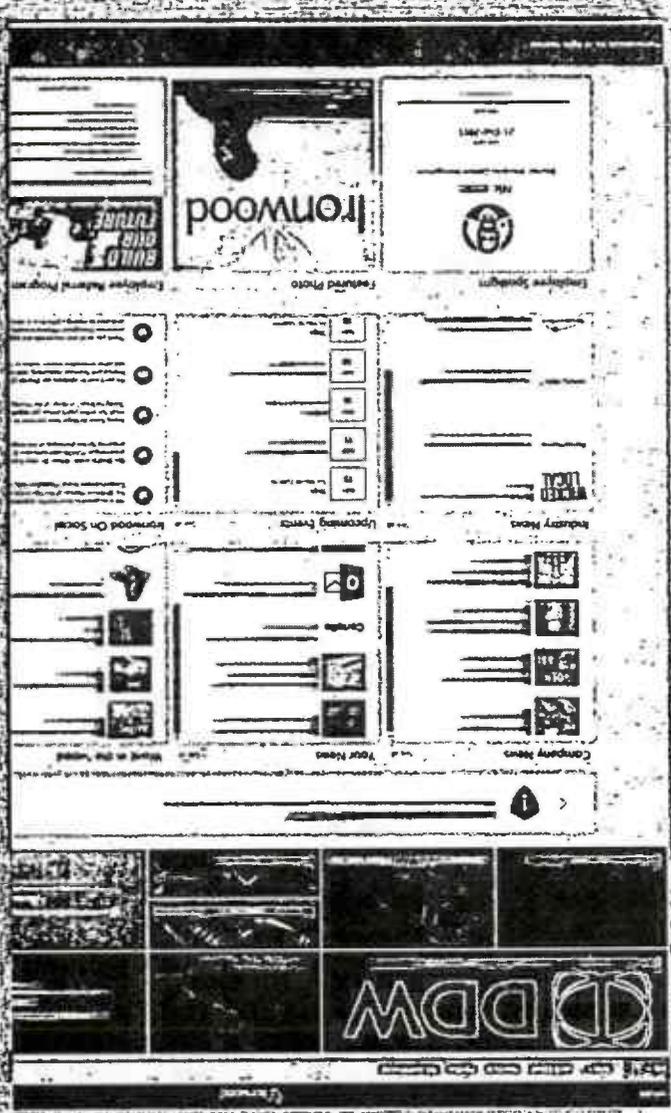
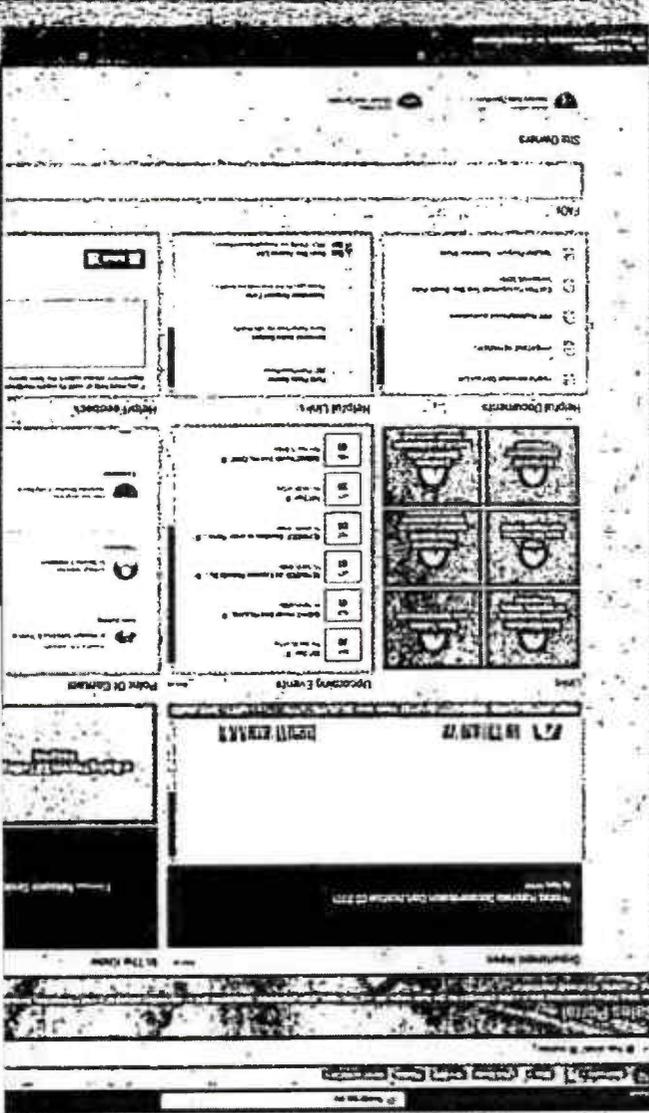
Mission Statement

The goal of Ironworks is to establish a centralized communications and productivity platform for Ironwood employees and contractors that is a useful tool for the team as we strive to achieve our mission of making a difference for patients while living out core values such as collaboration, innovation, and ownership.

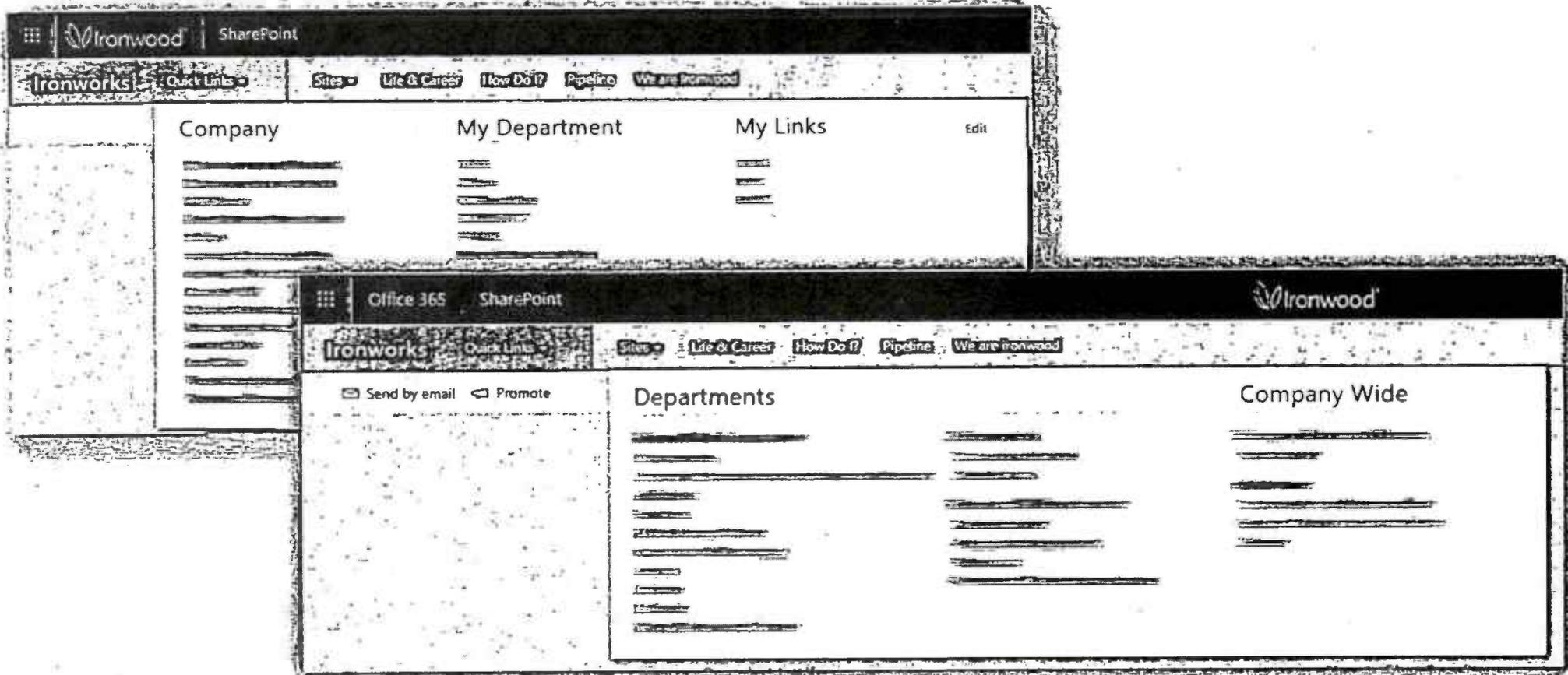
Project Communications

- Communications Site & Blog Posts
- Emails
- Surveys
- Posters
- Social Events
- Digital Signage





Navigation



HOW DO I...?

The screenshot shows a SharePoint page titled "How Do I?". At the top, there is a navigation bar with the Ironwood logo and "SharePoint" text. Below this, a secondary navigation bar contains tabs for "Home", "Life & Career", "How Do I?", "Pipeline", and "We are Ironwood". The main content area is divided into four columns:

- Compliance:** Contains a list of FAQ items with a "See all Compliance FAQs" link at the bottom.
- Corporate Communications & Investor Relations:** Contains a list of FAQ items with a "See all Corporate Communications & Investor Relations FAQs" link at the bottom.
- Commercial:** Contains a list of FAQ items with a "See all Commercial FAQs" link at the bottom.
- Facilities:** Contains a list of FAQ items with a "See all Facilities FAQs" link at the bottom.

At the bottom of the page, there is a "Legal" section with a list of FAQ items. A search bar is located at the top of the main content area, and a "How Do I?" heading is positioned above it.

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US based Biotechnology Firm

Modern Intranet Deployment

5

Organization-wide Workshops

5

SharePoint Online sites developed

85%

Users experiencing faster access to information

Business Challenges

- The organization had no singular point for searching information on organization and individual departments.
- Client felt the need to have a unified platform to connect internally to communicate the organization's updates.
- Employees were not able to work together seamlessly and found it time consuming to navigate to the information they needed

Our Solution Highlights

- To implement an Intranet solution meant first understanding the needs of the employees and other business users. We conducted Design Sessions and Requirement Gathering workshops to ensure all requirements are understood and captured.
- There were up to 5 workshops with around 10 participants across the organization who participated in the requirement gathering sessions.
- Our approach was to put the user first, perform research and gain insights. The 10 participants that we identified helped in bringing forward a diverse set of expectations from the future Intranet. A consultative requirement gathering was followed with wireframes and Visual Design iterations to nail down the look and feel aligned to Intranet vision.
- Office 365 Communication Sites were used to build the global home and department sites with minimal editors and full consumption by the rest.
- There were adequate content creator training sessions, walkthrough provided once the sites were built and the intranet environment was setup.

Customer Benefits

- Developed 5 sites based on the SharePoint Online Modern Communication Site templates and Hub Sites.
- The 5 sites were composed of 1 Home Site and 4 Department Sites.
- Sites were built based on the out-of-the-box components that were configured in line with customer requirements

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US based Biotechnology Company

50% SLA Improvement

The response time and the resolution time were cut into half.

30% Greater Adoption

Increase in service adoption of Microsoft Products like Teams

Business Challenges



Client's IT team was managing the support in house and wanted to provide the best IT support to their employees. They were looking to increased efficiency, scalability as per their current and future needs, in a cost-effective manner with a controlled subscription-based budget.

Our Solution Highlights



We provided the needed support coverage and the technical depth across the various Microsoft Technology Offerings based on the clients preferred response and resolution SLAS.

A combination of US and Offshore based support was provided at a fixed monthly cost to give the predictability needed to effectively manage the budget and free up the client's Internal IT resources.

Increased user adoption because of a continuous training and thorough understanding of user needs

Results

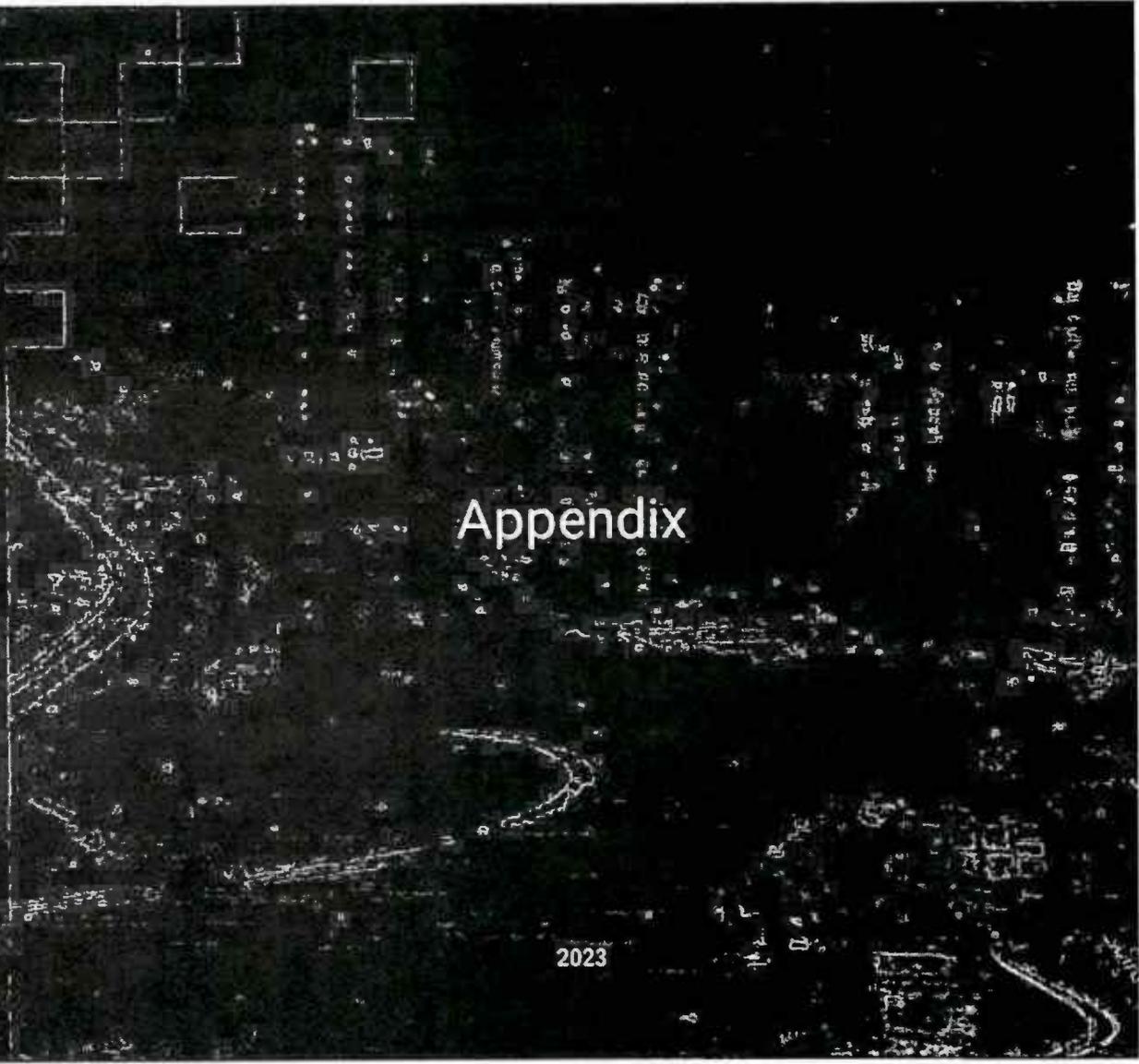


- Improved Efficiency
- Reduced TCO
- On-time Onboarding
- Process Standardization
- Delivery Excellence and Improved SLAs

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Appendix

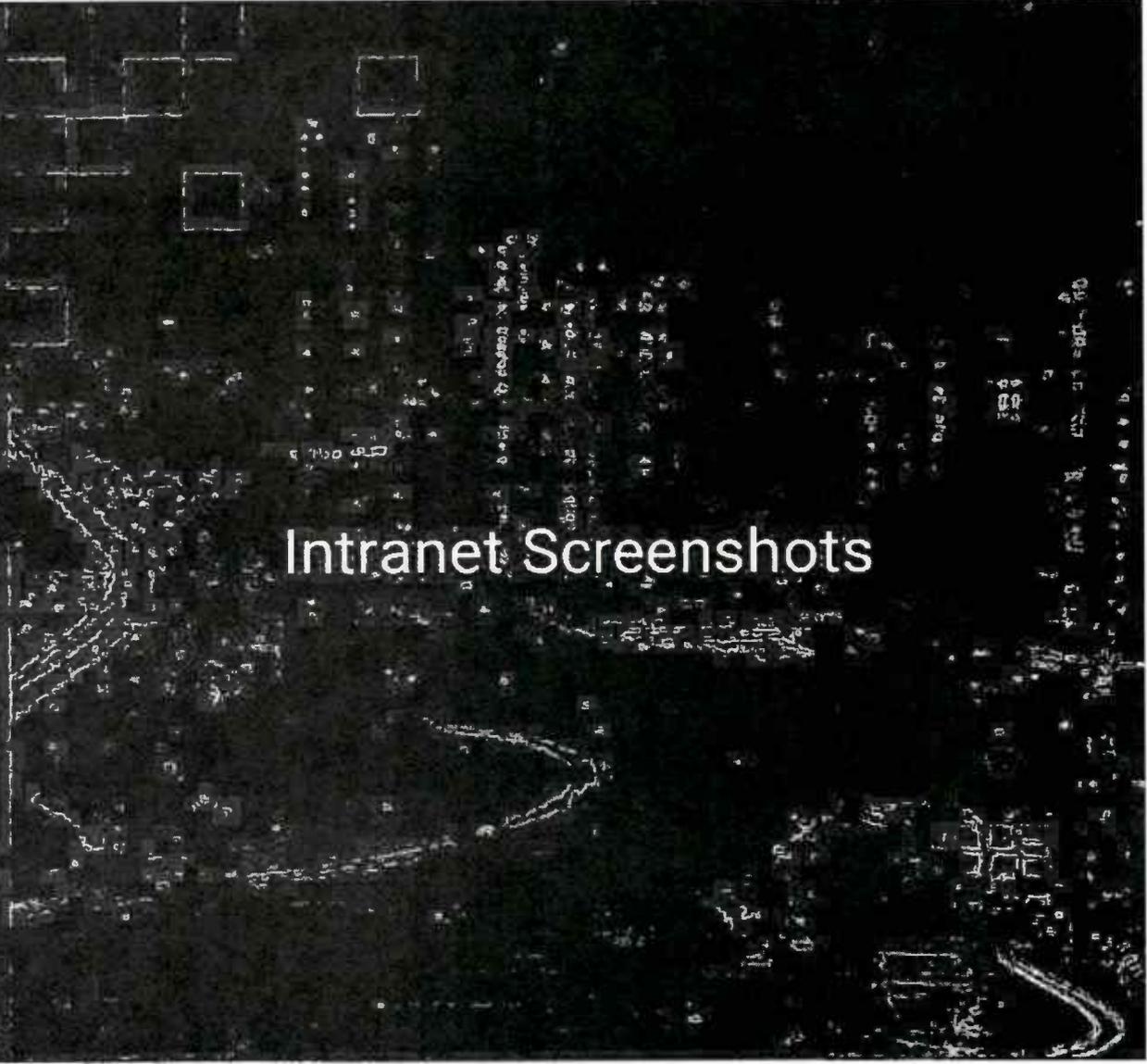
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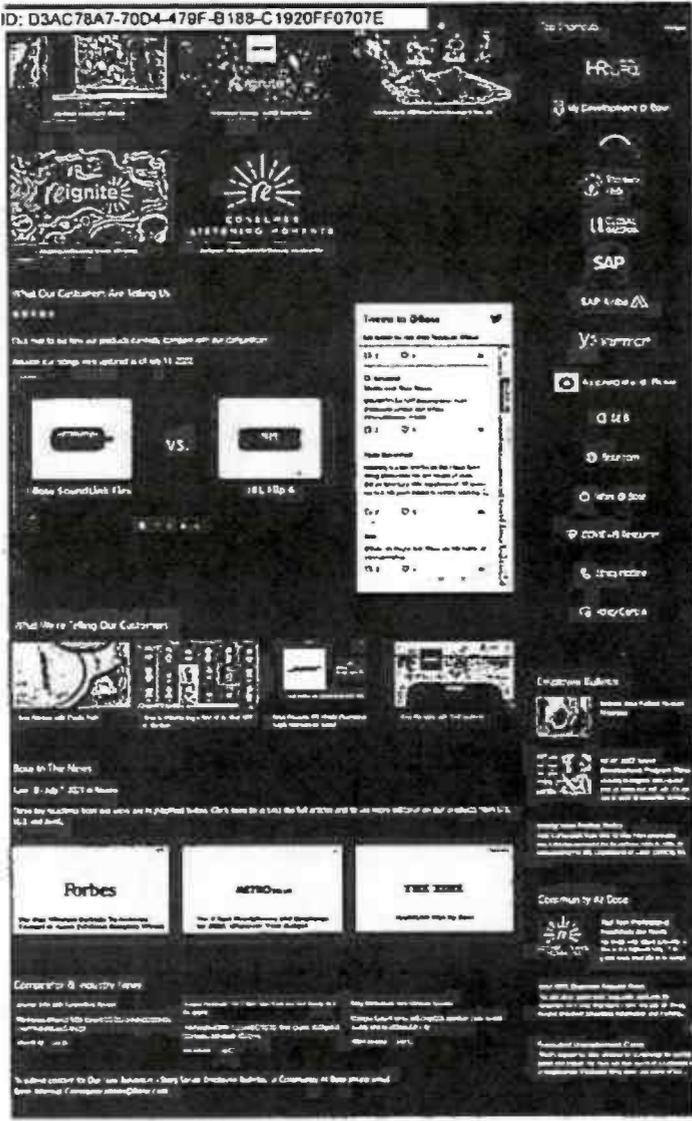
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Intranet Screenshots





Branded Intranet

The intranet portal has a unique design and user experience. Following a dark theme, the intranet home page is created using a combination of out-of-box SharePoint web parts and custom SPFx web parts. The home page is dynamic in nature and caters to various information needs. The home page also includes a Custom Tweeter web part that shows real-time feed of tweets sent after language processing and sentiment analysis.

Corza Connected | Home | News | People | Products | About | Contact Us

Corporate News and Updates

Quick Links

- Corza App Store
- Apples & Resources
- Submit a News Item
- Corza Website
- MyCorza
- Global Holiday Calendar
- Feedback

Organization Announcements

1 July 2022: Manufacturing & Supply Chain

20 June 2022: Corporate Development

27 June 2022: Human Resources

Customer Success Stories

Connect Intranet

Connect is the intranet portal for a Biotech Firm. It's a completely out-of-the-box SharePoint Hub Site with associated sites for each department. News and information flows from different associated sites to the home page based on a content curation process. This site is supports multiple languages utilizing out-of-the-box SharePoint Multilingual Features.

BRAND EXTENSIONS

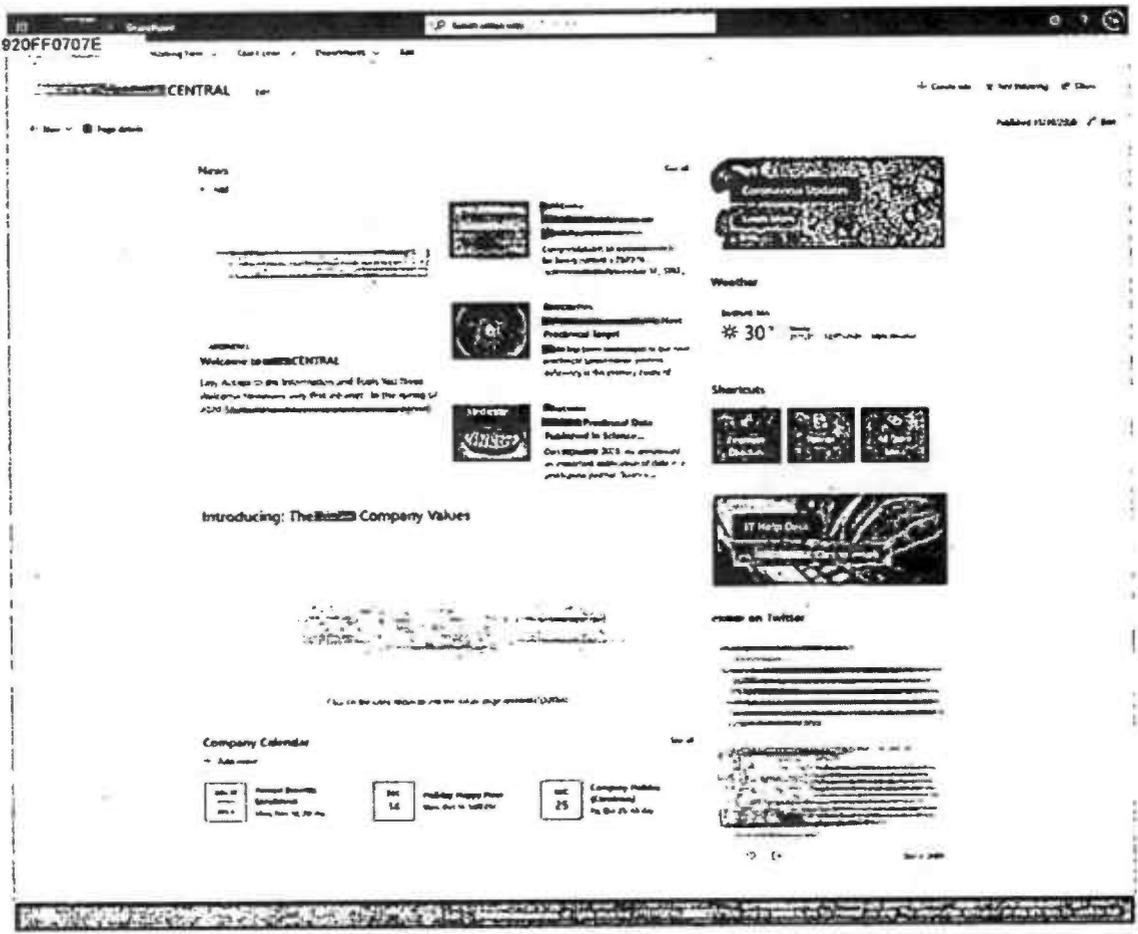
#1 by 25

Best Practices and Success Stories from around the globe:

The screenshot displays a complex intranet interface. At the top left, there is a large banner for 'BRAND EXTENSIONS' with the text '#1 by 25'. Below this, a section titled 'Best Practices and Success Stories from around the globe:' contains several smaller content blocks. These blocks are organized into categories: 'Commercial', 'Insights', 'Licensing', and 'Product'. Each category contains multiple items with thumbnail images and titles. For example, under 'Commercial', there are items like 'Administrative Productivity Driving Project Profitability' and 'Market Shift to an All-Over Strategy'. Under 'Insights', there are items like 'Brand-Product Category Overlap' and 'Market Product Configuration Analysis'. Under 'Licensing', there are items like 'Design Market' and 'Global Sell Performance'. Under 'Product', there are items like 'Global Brand Calendar' and 'Global Merchandise'. On the right side of the page, there is a vertical sidebar with a search bar and a list of navigation links. At the bottom right, there is a large circular logo with the number '3' inside, possibly representing a brand or a specific product line.

Merchandising Intranet

An intranet portal was developed for Merchandising company to showcase their merchandise packages and provide user the latest commercial insights, product news, and licensing information. A custom search interface was developed to show a shopping cart view of available merchandise.



Central

An out-of-box Intranet solution was developed on SharePoint Online for a Cambridge based Biotech company. This intranet focused providing the latest company information to its employees through news and announcements, policies, event information, and a twitter feed. A custom color theme was designed for this intranet.

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Thank you

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78 mllc



State of New Hampshire

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March 23, 2021

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

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with TRN Digital LLC of Boston, MA. (Vendor No. 280281), for an aggregate price limitation of \$10,000,000.00 among all awarded vendors, for Microsoft/Office 365/Azure Cloud Solutions Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on April 24, 2020 with responses due on June 11, 2020. There were 10 compliant responses received.

It is the Department's intent to enter into contracts with the seven (7) highest scoring vendors where through a Request for Quote (RFQ) and Statement of Work (SOW) process the Department of Administrative Services, on behalf of a requesting State agency, will issue RFQ/SOW to all contractors. Each SOW will detail various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Executive Council for approval prior to proceeding with the engagements.

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

Page 2 of 2

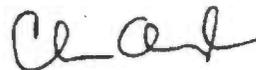
Microsoft tools, products and other cloud services have been deployed and extended to all Executive branch agencies within NH in FY2020. These deployments have enabled agencies to expand collaboration within and outside their agencies and will provide the ability to enhance business processes in ways previously not possible to support NH citizens. These capabilities have been especially beneficial given the need over the past year to increase collaboration throughout State government, while reducing the stress and agency reliance on the State's core infrastructure.

State agencies have already experienced increased productivity using technology that supports remote meetings, instant chat and messaging, project management tools and activity alert, document (storage, management, and collaboration), the ability to capture meeting videos, and many other functions. In addition, efforts are moving forward to deploy integrated email functions and other capabilities that will allow State agencies to provide citizen centric services and functions in new and creative ways.

The Microsoft 365 and other cloud platforms enable the State to react more quickly during times of crisis and provide base platforms that can be used as the State expands its future Digital Government Services that will drive process and product usage efficiencies, which will ultimately lead to improved citizen services and interoperability with NH Businesses and trusted partners. Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

Enabling these capabilities will often require the use of expert resources that can assist the State to efficiently design, govern, maintain and provide ongoing management of these platforms in a secure, responsible and effective manner. Contracting mechanisms that shorten the "time to value" are needed to procure resources to work with State agencies and IT staff to supplement existing constrained resources that are needed to provide the skills necessary for the State to excel in its Digital Government Initiatives. Based on the foregoing, I am respectfully recommending approval of the contract with TRN Digital LLC.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner