



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

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Lori A. Weaver  
 Commissioner  
  
 Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964  
 www.dhhs.nh.gov

March 18, 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, New Hampshire Hospital, to enter into a **Sole Source** amendment to an existing contract with Fivebase, LLC (VC #360770), Hampton, NJ, to continue providing information technology support for New Hampshire Hospital's electronic health record system, to provide direct support and resources in support of the hospital's migration to the next generation electronic health record system, AvatarNX, and to integrate AvatarNX data with the Department's Electronic Data Interchange (EDI) system, by increasing the price limitation by \$2,864,756 from \$932,500 to \$3,797,256 and extending the completion date from August 31, 2024 to June 30, 2028, effective upon Governor and Council approval. 48% General Funds, 52% Other Funds (Inter-Agency Funds).

The original contract was approved by Governor and Council on August 18, 2021, (Item #36), amended on June 15, 2022 (Item #14), and most recently amended on May 17, 2023 (Item #28.)

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, and are anticipated to be available in state Fiscal Years 2026, 2027 and 2028 upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

***See attached fiscal details.***

**EXPLANATION**

This request is **Sole Source** because MOP 150 requires all amendments to agreements previously approved as sole source to be identified as sole source, and the Department is requesting to extend the contract beyond available renewal options. The Contractor has been maintaining and updating the Department's current Electronic Health Record MyAvatar, and has unique knowledge and experience that is necessary to support the Department's migration to the new MyAvatarNX system. Additionally, it would be cost prohibitive at this time for the Department to migrate to a new Electronic Health Record. The Department determined the Contractor possesses the required skills and experience with Netsmart MyAvatar and RXConnect software applications to provide New Hampshire Hospital with critical information technology support services.

The purpose of this request is for the Contractor to continue providing information technology and support services to the Department's Netsmart software application. The Contractor provides configuration and development services for New Hampshire Hospital's MyAvatar and MyAvatarNX electronic health record system after the migration to MyAvatarNX is completed. The Contractor

provides project management and system architecture services, support, training and documentation services, Electronic Data Interchange specialist services, Crystal report writing, RADplus® screen development services, Structured Query Language development services, Script development services, and general programming services. In addition, the Contractor will provide direct support and resources to assist the Department's migration to MyAvatarNX, as well as services to complete a discrete project to integrate MyAvatarNX data with the Department's Electronic Data Interchange system.

The Department will continue to monitor contracted services through direct oversight of contract activities, and regularly scheduled meetings with the Contractor.

Should the Governor and Council not authorize this request, information technology resources may not be available to develop the reports and tools necessary to make timely and accurate decisions for the population at New Hampshire Hospital. In addition, the Department may not have accurate information to provide reports to external stakeholders, including, but not limited to, the Centers for Medicare & Medicaid Services.

Area served: New Hampshire Hospital.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner  
Department of Health and Human  
Services



Denis Goulet  
Commissioner  
Department of Information Technology

Fiscal Details

<b>05-95- 094-940010-84100000 HHS: New Hampshire Hospital, New Hampshire Hospital. NHH-Facility/Patient Support</b>						
<b>State Fiscal Year</b>	<b>Class / Account</b>	<b>Class Title</b>	<b>Job Number</b>	<b>Current Budget</b>	<b>Increased (Decreased) Amount</b>	<b>Revised Budget</b>
2022	102-500731	Contracts for Program Services	94029800	\$18,025	\$0	\$18,025
2023	102-500731	Contracts for Program Services	94029800	\$3,605	\$0	\$3,605
			<b>Subtotal</b>	<b>\$21,630</b>	<b>\$0</b>	<b>\$21,630</b>
<b>05-95-094-940030-09680000 HHS; New Hampshire Hospital, New Hampshire Hospital, 11-253;1-VII-H Elec HLTH RCD</b>						
<b>State Fiscal Year</b>	<b>Class/ Account</b>	<b>Class Title</b>	<b>Job Number</b>	<b>Current Budget</b>	<b>Increased (Decreased) Amount</b>	<b>Revised Budget</b>
2022	034/500099	Capital Projects	94029800	\$29,546	\$0	\$29,546
2023	034/500099	Capital Projects	94029800	\$5,909	\$0	\$5,909
			<b>Subtotal</b>	<b>\$35,455</b>	<b>\$0</b>	<b>\$35,455</b>
<b>05-95-094-940030-52720000 HHS: New Hampshire Hospital, New Hampshire Hospital, 15-220:1-VII-J-NHH Electron</b>						
<b>State Fiscal Year</b>	<b>Class/ Account</b>	<b>Class Title</b>	<b>Job Number</b>	<b>Current Budget</b>	<b>Increased (Decreased) Amount</b>	<b>Revised Budget</b>
2022	034/500099	Capital Projects	94029800	\$87,846	\$0	\$87,846
2023	034/500099	Capital Projects	94029800	\$17,569	\$0	\$17,569

## Fiscal Details

			<b>Subtotal</b>	<b>\$105,415</b>	<b>\$0</b>	<b>\$105,415</b>
<b>01-03-03-030010-76950000 Information Technology Department of, IT for DHHS 100%Other Agency Funds</b>						
<b>State Fiscal Year</b>	<b>Class/ Account</b>	<b>Class Title</b>	<b>Job Number</b>	<b>Current Budget</b>	<b>Increased (Decreased) Amount</b>	<b>Revised Budget</b>
2022	038/500175	Technology Software	03950305	\$210,000	\$0	\$210,000
2023	038/500175	Technology Software	03950305	\$210,000	\$0	\$210,000
2024	038/500175	Technology Software	03950305	\$50,000	\$0	\$50,000
2024	046/500465	IT Consultants	03950305	\$250,000	\$0	\$250,000
2025	046/500465	Technology Software	03950305	\$50,000	\$0	\$50,000
2026	046/500465	IT Consultants	03950305	\$0	\$472,500	\$472,500
2027	046/500465	IT Consultants	03950305	\$0	\$496,125	\$496,125
2028	046/500465	IT Consultants	03950305	\$0	\$520,931	\$520,931
			<b>Subtotal</b>	<b>\$770,000</b>	<b>\$1,489,556</b>	<b>\$2,259,556</b>
<b>05-95-95-950030-32060000 HHS: Commissioner's Office, Office of the Commissioner L23:1VII2-Elctrnc Hlth Records Capital Project 100% General Funds</b>						

## Fiscal Details

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	034/500152	Capital Projects	95445001	\$0	\$118,200	\$118,200
2025	034/500152	Capital Projects	95445001	\$0	\$1,060,200	\$1,060,200
2026	034/500152	Capital Projects	95445001	\$0	\$196,800	\$196,800
			<b>Subtotal</b>	<b>\$0</b>	<b>\$1,375,200</b>	<b>\$1,375,200</b>
			<b>Total</b>	<b>\$932,500</b>	<b>\$2,864,756</b>	<b>\$3,797,256</b>



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
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[www.nh.gov/doit](http://www.nh.gov/doit)

**Denis Goulet**  
*Commissioner*

March 11, 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 Fivebase, LLC, as described below and referenced as DoIT No. 2023-092C.

The purpose of this request is to provide direct support and resources in support of the hospital's migration to the next generation electronic health record system.

The Total Price Limitation will increase by \$2,864,756 for a New Total Price Limitation of \$3,797,256 effective upon Governor and Council approval through June 30, 2028.

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

Sincerely,

Denis Goulet

DG/jd  
DoIT #2023-092C

cc: Michael Williams, IT Manager, DoIT

**State of New Hampshire  
Department of Health and Human Services  
Amendment #3**

This Amendment to the Information Support and Staffing Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Fivebase, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on August 18, 2021 (Item #36) as amended on June 15, 2022 (Item #14), and on May 17, 2023 (Item #28) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended 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 1.6, Account Number, to read:  
05-95-094-940010-84100000-102/500731; 05-95-94-940030-09680000-034/500099; 05-95-094-940030-52720000-034/500099; 01-03-03-030010-76950000-038/500175; 01-03-030010-76950000-046/500465; 95-95-950030-32060000-034/500152.
2. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2028.
3. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$3,797,256.
4. Modify Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.3., to read:
  - 1.3 The Contractor shall provide configuration and development services for the Department's Electronic Health Record (EHR), myAvatar, and for the Department's next EHR MyAvatarNX, after the migration to MyAvatarNX is complete. Services to include, but are not limited to:
    - 1.3.1. Project management and system architecture services, including best practice setup and configuration for electronic medical records (EMR) and enterprise-wide systems.
    - 1.3.2. System support.
    - 1.3.3. Training for hospital staff, on a schedule and frequency approved by the Department.
    - 1.3.4. Documentation services, including knowledge base documentation of processes, procedures, and best practices.
    - 1.3.5. Electronic Data Interchange (EDI) specialist services, including EDI 837 files, EDI 835 files, and 270/271 health care eligibility and benefit inquiry setup and testing.
    - 1.3.6. Crystal report writing, including crystal report design, testing and installation services.
    - 1.3.7. RADplus® screen development services, including MyAvatar RADplus® screen design MyAvatarNX RADplus® screen design, testing, and installation services.
    - 1.3.8. Structured Query Language (SQL) development services, including advanced SQL

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programming, extracts and data transformation services.

- 1.3.9. Script development services, including source code programming for custom applications, MyAvatar Scriptlink, MyAvatarNX Scriptlink MyAvatar web services, and MyAvatarNX web services.
- 1.3.10. General programming services, including custom programming based on needs defined by the Department, including, but not limited to custom applications and application programming interfaces (API).

5. Modify Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.4., to read:

- 1.4 The Contractor shall provide personnel with expertise to integrate MyAvatar and MyAvatarNX data with the DHHS Electronic Business Information (EBI) system, for up to 240 hours per month, with approval by the Department, including, but not limited to:
  - 1.4.1 Developing, planning, and implementing the project plan to integrate MyAvatar and MyAvatarNX data with the DHHS Electronic Data Interchange (EDI) system, to be approved by the Department, which must include, but is not limited to:
    - 1.4.1.1 Developing and leading the project team, including internal and external resources.
    - 1.4.1.2 Establishing deadlines and monitoring the progress of the project.
    - 1.4.1.3 Identifying and resolving issues that arise.
    - 1.4.1.4 Managing financial resources if needed.
    - 1.4.1.5 Ensuring satisfaction with stakeholders
    - 1.4.1.6 Periodic performance evaluation of the project.
  - 1.4.2 Implementing a process for manual extraction of MyAvatar and MyAvatarNX tables and views into a structured query language (SQL) server database, to be approved by the Department.
  - 1.4.3 Implementing a process for automated extraction of MyAvatar and MyAvatarNX tables and views into an SQL server database, to be approved by the Department.
  - 1.4.4 De-identifying data during extraction and transformation processes in accordance with guidelines established by the New Hampshire Department of Information Technology (DoIT).
  - 1.4.5 Determining the best path(s) to use for extracting, transforming and loading (ETL process) data, to be approved by the Department.

6. Modify Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.5., to read:

- 1.5 The Contractor shall provide personnel with expertise to provide direct support to migrate the Department's EHR from MyAvatar to MyAvatarNX at the direction of the Department, for up to 240 hours for each of the first eighteen months following the start of the migration from myAvatar to MyAvatarNX, to be approved by the Department.

7. Modify Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.6., to read:

- 1.6 The Contractor shall provide a Project Manager to oversee and direct Application Management Services for each of the first twelve months beginning with the month of the start of the migration of the Department's EHR to MyAvatarNX.

8. Add Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.7., to read:

- 1.7 The Contractor shall provide all services remotely. The services will be monitored and

tracked via Jira, an issue and project tracking software.

9. Add Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.8., to read:

1.8 The Contractor shall work with the New Hampshire Department of Information Technology to ensure best practices in terms of development methodology, appropriate life-cycle management, and production change management notification.

10. Add Exhibit B, Scope of Services, Section 1. Statement of Work, Subsection 1.9., to read:

1.9 Background Checks

1.9.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.9.1.1 A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement; and

1.9.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

11. Modify Exhibit C, Payment Terms, Section 1, to read:

1. This Agreement is funded by:

1.1 18.41% General Funds

1.2. 81.59% Other Funds (Agency Fees and Intra-Department Transfers)

12. Modify Exhibit C, Payment Terms, Section 3, to read:

3. Payment for services will be as follows:

3.1. From the Effective Date of this Amendment #3 until June 30, 2024, payment shall be based on the following hourly rates for the provision of project management and system architecture services for MyAvatar and MyAvatarNX as described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation:

3.1.1. Project Manager: \$60 per hour.

3.1.2. Programming Services: \$125 per hour.

3.2. From July 1, 2024, to June 30, 2025, payment shall be based on the following hourly rates for the provision of project management and system architecture services for MyAvatar and MyAvatarNX as described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation:

3.1.1. Project Manager: \$80 per hour.

3.1.2. Programming Services: \$165 per hour.

3.3 From July 1, 2025, to June 30, 2026, payment shall be based on the following hourly rates for the provision of project management and system architecture services for MyAvatar and MyAvatarNX as described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation:

3.1.1. Project Manager: \$84 per hour.

3.1.2. Programming Services: \$173 per hour.

3.4 From July 1, 2026, to June 30, 2027, payment shall be based on the following hourly rates for the provision of project management and system architecture services for

MyAvatar and MyAvatarNX as described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation:

- 3.1.1. Project Manager: \$88 per hour.
- 3.1.2. Programming Services: \$182 per hour.
- 3.5 From July 1, 2027, to June 30, 2028, payment shall be based on the following hourly rates for the provision of project management and system architecture services for MyAvatar and MyAvatarNX as described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation
  - 3.1.1. Project Manager: \$92 per hour.
  - 3.1.2. Programming Services: \$191 per hour.
- 3.6 Services to integrate MyAvatar and MyAvatarNX data with the DHHS EBI system will be paid at the rate of \$165 per hour, not to exceed 240 hours.
- 3.7 Services to provide direct support to migrate the Department's EHR from MyAvatar to MyAvatar NX will be paid at the fixed monthly rate of \$36,000 for each of the first eighteen months following the month of the Effective Date of this amendment.
- 3.8 Services to provide a Project Manager to oversee and direct Application Management Services will be paid at the fixed monthly rate of \$13,200 for each of the first eighteen months beginning with the month of the start of the migration of the Department's EHR to MyAvatarNX.

All terms and conditions of the Contract and prior amendments 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

3/26/2024

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Fivebase, LLC

3/25/2024

Date

DocuSigned by:

*Mike Petrie*

Name: Mike Petrie

Title: CEO

State of New Hampshire  
Department of Information Technology

*Denis Goulet*

March 19, 2024

Date

Name: Denis Goulet

Title: CIO / DOIT Commissioner

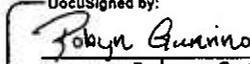
The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/26/2024

Date

DocuSigned by:



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:

# 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 FIVEBASE LIMITED LIABILITY COMPANY is a New Jersey Limited Liability Company registered to transact business in New Hampshire on June 03, 2021. 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: 873091

Certificate Number: 0006614062



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 15th day of March A.D. 2024.

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

David M. Scanlan  
Secretary of State

## CERTIFICATE OF AUTHORITY

I, Michael Petrie, hereby certify that:

1. I am the sole shareholder and director of Fivebase, LLC  
(Corporation)
2. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that I have full authority to bind the corporation. To the extent that there are any limits on my authority to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.
3. This authority **remains valid for thirty (30) days** from the date of this Certificate of Authority.

Dated: 03/14/2024

  
(Name of Sole Shareholder and Director)







**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Interim Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

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April 26, 2023

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, New Hampshire Hospital, to enter into a **Sole Source** amendment to an existing contract with Fivebase, LLC (VC #360770), Hampton, NJ, to continue providing information technology support for the New Hampshire Hospital electronic health record system, MyAvatar, by exercising a contract renewal option, by increasing the price limitation by \$300,000 from \$632,500 to \$932,500 and extending the completion date from August 31, 2023 to August 31, 2024, effective September 1, 2023, upon Governor and Council approval. 100% Other Funds (Inter-Agency).

The original contract was approved by Governor and Council on August 18, 2021, item #36, and most recently amended with Governor and Council approval on June 15, 2022, item #14.

Funds are anticipated to be available in the following account for State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-094-940010-84100000 HHS: New Hampshire Hospital, New Hampshire Hospital, NHH-Facility/Patient Support**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
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			<i>Subtotal</i>	\$21,630	\$0	\$21,630

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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**05-95-094-940030-09680000 HHS: New Hampshire Hospital, New Hampshire Hospital, 11-253:1-VII-H ELEC HLTH RCD**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
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2023	034/500099	Capital Projects	94029800	\$5,909	\$0	\$5,909
			<i>Subtotal</i>	<b>\$35,455</b>	<b>\$0</b>	<b>\$35,455</b>

**05-95-094-940030-52720000 HHS: New Hampshire Hospital, New Hampshire Hospital, 15-220:1-VII-J-NHH Electron**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
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2023	034/500099	Capital Projects	94029800	\$17,569	\$0	\$17,569
			<i>Subtotal</i>	<b>\$105,415</b>	<b>\$0</b>	<b>\$105,415</b>

**01-03-03-030010-76950000 Information Technology Department of, IT for DHHS 100% Other Agency Funds (DHHS Class 027 – 56% General Funds and 44% Federal Funds)**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	038/500175	Technology Software	03950305	\$210,000	\$0	\$210,000
2023	038/500175	Technology Software	03950305	\$210,000	\$0	\$210,000
2024	038/500175	Technology Software	03950305	\$50,000	\$0	\$50,000
2024	046/500465	IT Consultants	03950305	\$0	\$250,000	\$250,000
2025	046/500465	IT Consultants	03950305	\$0	\$50,000	\$50,000
			<i>Subtotal</i>	<b>\$470,000</b>	<b>\$300,000</b>	<b>\$770,000</b>
			<b>Total</b>	<b>\$632,500</b>	<b>\$300,000</b>	<b>\$932,500</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

### EXPLANATION

This request is **Sole Source** because MOP 150 requires all amendments to agreements previously approved as sole source to be identified as sole source. The Contractor is uniquely qualified to continue providing information technology and support services to the Department's Netsmart software application. The Department determined the Contractor possesses the required skills and experience with Netsmart MyAvatar, and RXConnect software applications to provide New Hampshire Hospital with critical information technology support services.

The purpose of this request is for the Contractor to continue providing configuration and development services for New Hampshire Hospital's MyAvatar electronic health record system, which includes project management and system architecture services, support, training and documentation services, Electronic Data Interchange (EDI) specialist services, Crystal report writing, RADplus® screen development services, Structured Query Language (SQL) development services, Script development services, and general programming services.

The Department will continue to monitor contracted services through direct oversight of contract activities, and regularly-scheduled meetings with the Contractor.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, of the original agreement, the parties have the option to extend the agreement for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for one (1) year of the one (1) remaining year available.

Should the Governor and Council not authorize this request, information technology resources may not be available to develop the reports and tools necessary to make timely and accurate decisions for the population at New Hampshire Hospital. In addition, the Department may not have accurate information to provide reports to external stakeholders, including, but not limited to, the Centers for Medicare & Medicaid Services (CMS).

Area served: New Hampshire Hospital.

Source of Federal Funds: 100% Other Funds (Inter-Agency).

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

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner  
Department of Health and Human  
Services



Denis Goulet  
Commissioner  
Department of Information  
Technology



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
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**Denis Goulet**  
*Commissioner*

April 27, 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 contract amendment with Fivebase, LLC, as described below and referenced as DoIT No. 2023-092B.

The purpose of this request is to continue providing information technology support for the New Hampshire Hospital electronic health record system, MyAvatar.

The Total Price Limitation will increase by \$300,000, for a New Total Price Limitation of \$923,500, effective upon Governor and Council approval from September 1, 2023 through August 31, 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 #2023-092B  
RID #77177

cc: Mike Williams, IT Manager

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Information Technology Support and Staffing Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Fivebase, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on August 18, 2021 (Item #36), as amended on June 15, 2022 (Item #14), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, and Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Subsection 1.1, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation to support continued delivery of these services; 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 1.6, Account Number, to read:  
05-95-094-940010-8410  
05-95-094-940030-0968  
05-95-094-940030-5272  
01-03-03-030010-7695
2. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
August 31, 2024
3. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$932,500
4. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
Robert W. Moore, Director
5. Modify Exhibit C, Payment Terms, Section 1, to read:
  1. This Agreement is funded by:
    - 1.1 47% General Funds
    - 1.2 53% Other Funds (Agency Fees and Intra-Department Transfers)

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective September 1, 2023, 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

4/25/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Fivebase, LLC

4/24/2023

Date

DocuSigned by:

*Mike Petrie*

Name: Mike Petrie

Title: CEO

April 25, 2023

Date

*Denis Goulet*

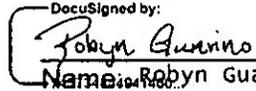
Denis Goulet  
Commissioner, Department of Information Technology

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

OFFICE OF THE ATTORNEY GENERAL

4/25/2023

Date

DocuSigned by:  
  
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:



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Shlbinette  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964  
 www.dhhs.nh.gov

May 23, 2022

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, New Hampshire Hospital, to enter into a **Retroactive** amendment to an existing contract with Fivebase, LLC (VC#360770), Hampton, NJ for continuous support for the New Hampshire Hospital electronic health record system (MyAvatar), by exercising a contract renewal option by increasing the price limitation by \$470,000 from \$162,500 to \$632,500 and extending the completion date from August 31, 2022 to August 31, 2023, effective retroactive to April 1, 2022, upon Governor and Council approval. 100% Other Funds (Inter-Agency).

The original contract was approved by Governor and Council on August 18, 2021, Item #36.

Funds are available in the following accounts for State Fiscal Years 2022 and 2023, and are anticipated to be available in State Fiscal Year 2024, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-094-940010-84100000-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, NHH-Facility/Patient Support**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Program Services	94029800	\$18,025	\$0	\$18,025
2023	102-500731	Contracts for Program Services	94029800	\$3,605	\$0	\$3,605
			<b>Subtotal</b>	<b>\$21,630</b>	<b>\$0</b>	<b>\$21,630</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 3

**05-95-094-940030-09680000 HHS: New Hampshire Hospital, New Hampshire Hospital, 11-253:1:VII-H ELEC HLTH RCD**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	034/500099	Capital Projects	94029800	\$29,546	\$0	\$29,546
2023	034/500099	Capital Projects	94029800	\$5,909	\$0	\$5,909
			<b>Subtotal</b>	<b>\$35,455</b>	<b>\$0</b>	<b>\$35,455</b>

**05-95-094-940030-52720000 HHS: New Hampshire Hospital, New Hampshire Hospital, 15-220:1-VII-J-NHH Electron**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	034/500099	Capital Projects	94029800	\$87,846	\$0	\$87,846
2023	034/500099	Capital Projects	94029800	\$17,569	\$0	\$17,569
			<b>Subtotal</b>	<b>\$105,415</b>	<b>\$0</b>	<b>\$105,415</b>

**01-03-03-030010-7695 General Government, Information Technology Department of, Information Technology Department of, Information Technology Department of, IT for DHHS 100% other Agency Funds (DHHS Class 027 – 56% General Funds and 44% Federal Funds)**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	038/500175	Technology Software	03950305	\$0	\$210,000	\$210,000
2023	038/500175	Technology Software	03950305	\$0	\$210,000	\$210,000
2024	038/500175	Technology Software	03950305	\$0	\$50,000	\$50,000
			<b>Subtotal</b>	<b>\$0</b>	<b>\$470,000</b>	<b>\$470,000</b>
			<b>Total</b>	<b>\$162,500</b>	<b>\$470,000</b>	<b>\$632,500</b>

**EXPLANATION**

This request is **Retroactive** because New Hampshire Hospital encountered an unanticipated need to complete software enhancements to the electronic health records system in response to the bi-annual survey conducted by the Joint Commission. New Hampshire Hospital staff did not have sufficient capacity to complete the enhancements within the response period required by the Joint Commission. The Contractor therefore needed to complete complex and

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

highly integrative work beginning in April 2022, which exceeded the 25 hours per month specified in the original contract. This request is also to modify the payment terms to change the monthly rate to an hourly rate and to extend the contract by exercising a renewal option to continue to provide technology resources and support that are critical to New Hampshire Hospital's patient care capabilities.

The Contractor will continue to provide myAvatar configuration and development services to New Hampshire Hospital that includes: project management and system architecture services; support, training and documentation services; Electronic Data Interchange (EDI) specialist services; Crystal report writing; RADplus® screen development services; Structured Query Language (SQL) development services; Script development services; and general programming services.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, of the original agreement, the parties have the option to extend the agreement for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for one (1) of the two (2) years available.

Should the Governor and Council not authorize this request, information technology resources may not be available to develop the reports and tools needed to make timely and accurate decisions for the population at New Hampshire Hospital, and the Department may not have may not have accurate information to provide reports to outside stakeholders, including Medicare, Medicaid and other agencies.

Area served: New Hampshire Hospital

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

Respectfully submitted,

DocuSigned by:  
*Ellen Marie Lapointe*  
46806801F0E8428...

Ellen M. Lapointe, CEO  
New Hampshire Hospital

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

This Amendment to the Information Technology Support and Staffing Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Fivebase, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on August 18, 2021, (Item #36), 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, Paragraph 18, and Exhibit A, Revisions to Standard Agreement Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, or modify the scope of services to support continued delivery of these services; 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:  
August 31, 2023
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$632,500
3. Modify Exhibit B, Scope of Services, Section 1., Statement of Work, Subsection 1.3. to read:
  - 1.3. The Contractor shall provide myAvatar configuration and development services to the Department, including, but not limited to:
    - 1.3.1. Project management and system architecture services, including best practice setup and configuration for electronic medical records (EMR) and enterprise wide systems.
    - 1.3.2. System support.
    - 1.3.3. Training for hospital staff, on a schedule and frequency approved by the Department.
    - 1.3.4. Documentation services, including knowledge base documentation of processes, procedures, and best practices.
    - 1.3.5. Electronic Data Interchange (EDI) specialist services, including EDI 837 files, EDI 835 files, and 270/271 health care eligibility and benefit inquiry setup and testing.
    - 1.3.6. Crystal report writing, including crystal report design, testing and installation services.
    - 1.3.7. RADplus® screen development services, including myAvatar RADplus® screen design, testing, and installation services.
    - 1.3.8. Structured Query Language (SQL) development services, including advanced SQL programming, extracts and data transformation services.
    - 1.3.9. Script development services, including source code programming for custom applications, myAvatar Scriptlink and myAvatar web services.
    - 1.3.10. General programming services, including custom programming based on needs defined by the Department, including, but not limited to custom applications and

application programming interfaces (API).

4. Modify Exhibit C, Payment Terms, Section 3, to read:

3. Payments shall be based on the following hourly rates for the provision of services described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation:

3.1. Project Manager: \$60 per hour.

3.2. Programming Services: \$125 per hour.

5. Modify Exhibit C, Payment Terms, Section 4, to read:

4. The Contractor shall submit an invoice with supporting documentation to the Department no later than the 15th working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

4.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

4.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

4.3. Identifies and requests payment for allowable costs incurred in the previous month.

4.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

4.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective retroactive to April 1, 2022, 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

6/3/2022

Date

DocuSigned by:

*Ellen Marie Lapointe*

4880680160E8428

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Fivebase, LLC

6/1/2022

Date

DocuSigned by:

*Mike Petrie*

0CDD7201AC4018D

Name: Mike Petrie

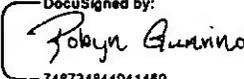
Title: CEO

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

OFFICE OF THE ATTORNEY GENERAL

6/3/2022

Date

DocuSigned by:  
  
7487348419614480  
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:

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Lori A. Shilbrette  
Commissioner

Heather M. Moquin  
Chief Executive Officer

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964  
www.dhhs.nh.gov

July 16, 2021

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, New Hampshire Hospital, to enter into a **Sole Source** contract with Fivebase, LLC (VC# TBD), Hampton, NJ, in the amount of \$162,500 for Remote Information Technology, Remote Support and Staffing Services with the option to renew for up to two (2) additional years, effective September 1, 2021 or upon Governor and Council approval, whichever is later, through August 31, 2022. 70% General Funds. 30% Other Funds (Agency Fees and Intra-Department Transfers).

Funds are available in the following account for State Fiscal Years 2022 and 2023, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-094-940010-84100000-102-500731 HHS: New Hampshire Hospital, New Hampshire Hospital, NHH-Facility / Patient Support**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2022	102-500731	Contracts for Prog Svc	94029800	\$18,025
2023	102-500731	Contracts for Prog Svc	94029800	\$3,605
			<i>Subtotal</i>	<b>\$21,630</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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**05-95-094-940030-09680000 HHS: New Hampshire Hospital, New Hampshire Hospital, 11-253:1-VII-H ELEC HLTH RCD**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2022	034-500099	Capital Projects	94029800	\$29,546
2023	034-500099	Capital Projects	94029800	\$5,909
			<i>Subtotal</i>	<i>\$35,455</i>

**05-95-094-940030-52720000 HHS: New Hampshire Hospital, New Hampshire Hospital, 15-220:1-VII-J-NHH Electron**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2022	034-500099	Capital Projects	94029800	\$87,846
2023	034-500099	Capital Projects	94029800	\$17,569
			<i>Subtotal</i>	<i>\$105,415</i>
			<i>Total</i>	<i>\$162,500</i>

**EXPLANATION**

This request is **Sole Source** because the Contractor is uniquely qualified to provide information technology and support services to the Department's Netsmart software application. The Department determined the Contractor possesses the requisite skills and experience with Netsmart, MyAvatar, and RXConnect software applications to provide New Hampshire Hospital with critical IT support services.

The purpose of this request is to provide MyAvatar configuration and development services to the Department that include: project management and system architecture services; support, training and documentation services; Electronic Data Interchange (EDI) specialist services; Crystal report writing; RADplus® screen development services; Structured Query Language (SQL) development services; Script development services; and general programming services.

The Department will monitor contracted services through direct oversight of the Contractor's activities, and regular meetings between the Contractor and Department staff.

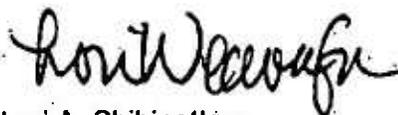
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.1 of the attached contract, the parties have the option to extend the agreement for up two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval.

Should the Governor and Council not authorize this request, information technology resources may not be available to develop the reports and tools needed to make timely and accurate decisions for the population at New Hampshire Hospital, and the Department may not have accurate information to provide reports to outside stakeholders, including Medicare, Medicaid and other agencies which could cause federal sanctions and loss of funds.

Area served: New Hampshire Hospital.

Respectfully submitted,



Lori A. Shibinette  
Commissioner.

Subject: Information Technology Support and Staffing Services (SS-2022-NHH-04-INFOR-01)

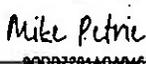
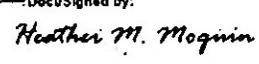
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Fivebase, LLC		1.4 Contractor Address 78 Route 173 West, Suite 2 Hampton, NJ 08827	
1.5 Contractor Phone Number (800) 509-6544	1.6 Account Number 05-95-094-940010-8410; 05-95-094-940030-0968; 05-95-094-940030-5272	1.7 Completion Date August 31, 2022	1.8 Price Limitation \$162,500
1.9 Contracting Officer for State Agency Nathan D. White, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 7/6/2021		1.12 Name and Title of Contractor Signatory Mike Petrie CEO	
1.13 State Agency Signature DocuSigned by:  Date: 7/7/2021		1.14 Name and Title of State Agency Signatory Heather M. Moquin Chief Executive Officer, New Hampshire Hospital	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable)  By:  On: 7/15/2021			
1.17 Approval by the Governor and Executive Council (if applicable)  G&C Item number: _____ G&C Meeting Date: _____			

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

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

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

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

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

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

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

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

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

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

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

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

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

**8. EVENT OF DEFAULT/REMEDIES.**

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

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

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

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

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

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

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

**9. TERMINATION.**

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

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

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

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

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

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

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

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

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

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

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

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

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

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

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

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

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

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

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

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT A**

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**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

- 1.1. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:
  - 3.3. The parties may extend the Agreement for up to two (2) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.
- 1.2. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:
  - 12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed and how corrective action shall be managed if the subcontractor's performance is inadequate. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT B**

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**Scope of Services**

**1. Statement of Work**

- 1.1. For the purposes of this agreement, all references to days shall mean business days.
- 1.2. For the purposes of this agreement, all references to business hours shall mean Monday through Friday from 8 AM to 5 PM, excluding state and federal holidays.
- 1.3. The Contractor shall provide myAvatar configuration and development services to the Department, not to exceed 25 hours per week, unless the Department grants prior approval for additional hours, including, but not limited to:
  - 1.3.1. Project management and system architecture services, including best practice setup and configuration for electronic medical records (EMR) and enterprise wide systems.
  - 1.3.2. System support.
  - 1.3.3. Training for hospital staff, on a schedule and frequency approved by the Department.
  - 1.3.4. Documentation services, including knowledge base documentation of processes, procedures, and best practices.
  - 1.3.5. Electronic Data Interchange (EDI) specialist services, including EDI 837 files, EDI 835 files, and 270/271 health care eligibility and benefit inquiry setup and testing.
  - 1.3.6. Crystal report writing, including crystal report design, testing and installation services.
  - 1.3.7. RADplus® screen development services, including myAvatar RADplus® screen design, testing and installation services.
  - 1.3.8. Structured Query Language (SQL) development services, including advanced SQL programming, extracts and data transformation services.
  - 1.3.9. Script development services, including source code programming for custom applications, myAvatar Scriptlink and myAvatar web services.
  - 1.3.10. General programming services, including custom programming based on needs defined by the Department, including, but not limited to custom applications and application programming interfaces (API).
- 1.4. The Contractor shall provide all services remotely. The services will be monitored and tracked via Jira, an issue and project tracking software.
- 1.5. The Contractor shall agree to work with the New Hampshire Department of Information Technology to insure best practices in terms of development

**New Hampshire Department of Health and Human Services  
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EXHIBIT B**

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methodology, appropriate lifecycle management and production change management notification.

- 1.6. The Contractor shall conduct reference and background screenings of the Contractor's staff assigned to this Contract, at the Contractor's expense, upon request by the Department. The State may, at its sole expense, also conduct reference and background screening of the Contractor's staff assigned to this Contract.

**2. Miscellaneous Work Requirements**

**2.1. Access to State Systems**

**2.1.1. Computer Use**

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

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

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

2.1.1.1.3. That at no time shall Contractor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access;

2.1.1.1.4. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT B**

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

2.1.1.1.5. That if Contractor is found to be in violation of any of the above-stated rules, the Contractor may face default and termination under the Agreement and the individual may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law; and

2.1.1.1.6. That computer use shall follow the State standard policy (Statewide Computer Use Policy is available upon request).

**2.1.2. Email Use**

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

**2.1.3. Internet/Intranet Use**

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

**2.2. State Website Copyright**

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

**2.2.2. Workspace Requirement**

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

**3. Exhibits Incorporated**

3.1. The Contractor shall use and disclose Protected Health Information in

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT B**

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compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties, which is attached hereto and incorporated by reference herein.

- 3.2. The Contractor shall manage all confidential data related to this Agreement in accordance with the terms of Exhibit K, DHHS Information Security Requirements, which is attached hereto and incorporated by reference herein.

**4. Additional Terms**

**4.1. Impacts Resulting from Court Orders or Legislative Changes**

4.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**4.2. Federal Civil Rights Laws Compliance: Culturally and Linguistically Appropriate Programs and Services**

4.2.1. The Contractor shall submit, within ten (10) days of the Agreement Effective Date, a detailed description of the communication access and language assistance services to be provided to ensure meaningful access to programs and/or services to individuals with limited English proficiency; individuals who are deaf or have hearing loss; individuals who are blind or have low vision; and individuals who have speech challenges.

**4.3. Credits and Copyright Ownership**

4.3.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement shall include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

4.3.2. All materials produced or purchased under the Agreement shall have prior approval from the Department before printing, production, distribution or use.

4.3.3. The Department shall retain copyright ownership for any and all original materials produced, including, but not limited to:

**New Hampshire Department of Health and Human Services  
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EXHIBIT B**

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- 4.3.3.1. Brochures.
- 4.3.3.2. Resource directories.
- 4.3.3.3. Protocols or guidelines.
- 4.3.3.4. Posters.
- 4.3.3.5. Reports.
- 4.3.4. The Contractor shall not reproduce any materials produced under the Agreement without prior written approval from the Department.

**5. Records**

- 5.1. The Contractor shall keep records that include, but are not limited to:
  - 5.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 5.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
  - 5.1.3. Medical records on each patient/recipient of services.
- 5.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Agreement and upon payment of the price limitation hereunder, the Agreement and all the obligations of the parties hereunder (except such obligations as, by the terms of the Agreement are to be performed after the end of the term of this Agreement and/or survive the termination of the Agreement) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT C**

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**Payment Terms**

1. This Agreement is funded by:
  - 1.1. 70% General funds.
  - 1.2. 30% Other funds (Agency Fees and Intra-Department Transfers).
2. The Department has identified the Contractor as a Contractor in accordance with 2 CFR 200.331.
3. Payments shall be based on a flat rate of \$13,541.66 per month for provision of services described in Exhibit B, Scope of Services, up to the limit of the Contract Price Limitation on Form P-37, Block 1.8, Price Limitation.
4. The Contractor shall submit an invoice in a form satisfactory to the Department by the fifteenth (15th) working day of the following month, which identifies, describes, and requests reimbursement for services provided during the previous month. The Contractor shall ensure the invoice is completed, dated and returned to the Department in order to initiate payment.
5. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to [NHHFinancialServices@dhhs.nh.gov](mailto:NHHFinancialServices@dhhs.nh.gov), or invoices may be mailed to:

New Hampshire Hospital  
Accounts Payable  
121 South Fruit Street  
Concord, NH 03301
6. The Department shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if sufficient funds are available, subject to Paragraph 4 of the General Provisions Form Number P-37 of this Agreement.
7. The final invoice shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
8. The Contractor must provide the services in Exhibit B, Scope of Services, in compliance with funding requirements.
9. The Contractor agrees that funding under this Agreement may be withheld, in whole or in part in the event of non-compliance with the terms and conditions of Exhibit B, Scope of Services.
10. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this agreement may be withheld, in whole or in part, in the event of non-compliance with any Federal or State law, rule or regulation applicable to the services provided, or if the said services or products have not been satisfactorily completed in accordance with the terms and conditions of this agreement.

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
EXHIBIT C**

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11. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
12. Audits
  - 12.1. The Contractor must email an annual audit to melissa.s.morin@dhhs.nh.gov if any of the following conditions exist:
    - 12.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
    - 12.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
    - 12.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
  - 12.2. If Condition A exists, the Contractor shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
  - 12.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
  - 12.4. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

**New Hampshire Department of Health and Human Services**  
**Chiller Inspection and Preventative Maintenance Services**  
Standard Exhibits D-H



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The parties agree that the Department's Standard Exhibits D through Exhibit H are not applicable to this Agreement.

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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.

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Exhibit I

- i. "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

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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



New Hampshire Department of Health and Human Services

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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.

Contractor Initials MP



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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

Fivebase LLC

The State by:

Name of the Contractor

*Heather M. Moquin*

*Mike Petrie*

Signature of Authorized Representative

Signature of Authorized Representative

Heather M. Moquin

Mike Petrie

Name of Authorized Representative  
Chief Executive Officer, New Hampshire

Name of Authorized Representative  
Hospital  
CEO

Title of Authorized Representative

Title of Authorized Representative

7/7/2021

7/6/2021

Date

Date

*MP*

**New Hampshire Department of Health and Human Services  
Information Technology Support and Staffing Services  
Standard Exhibit J**

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The parties agree that the Department's Standard Exhibit J is not applicable to this Agreement.

Remainder of page intentionally left blank.

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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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 (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
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 and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**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

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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

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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

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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.).

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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

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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/doit/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.

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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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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