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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Weaver
Commissioner

Iain N. Watt
Interim Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

May 24, 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, Division of Public Health Services, to enter into a **Sole Source** amendment to an existing contract with Abacus Service Corporation (VC# 223048), Southfield, MI for the continued provision of operations, maintenance and development services for the New Hampshire DHHS Data Portal, by increasing the price limitation by $176,000 from $1,433,944 to $1,609,944 and extending the completion date from June 30, 2024 to June 30, 2026, effective July 1, 2024, upon Governor and Council approval. 50% Federal Funds. 50% Other Funds (Information Technology for the Department of Health and Human Services).

The original contract was approved by Governor and Council on June 24, 2015, item #53, as amended on July 11, 2018, item #13, and amended on May 20, 2020, item #17, and most recently amended on May 5, 2021, item #12.

Funds are available in the following accounts for State Fiscal Year 2025 and are anticipated to be available in State Fiscal Year 2026, 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. In addition, the Department is seeking to extend the contract completion date with no renewal options remaining The Department is currently evaluating, designing, and building a modern replacement for the DHHS Data Portal. During this design and development process extending services with the current Contractor will allow for stability in business operations and ensure continued availability of statistical health data services to the Department's health partners and the public.

The purpose of this request is for the Contractor to continue providing hosting, operations, and maintenance services for the DHHS Data Portal that allows public access to data from various public health programs and initiatives. The web-based application hosts aggregate data and visualizations for over twenty (20) datasets on topics across a range of health indicators and outcomes. Additional datasets and data updates are routinely added and maintained to serve public health partners and the public's benefit.

The DHHS Data Portal serves NH residents, community health partners, and federal partners, with approximately 100,000 annual page views annually.

The New Hampshire DHHS Data Portal assists agencies with meeting New Hampshire legislative directives, including:

- House Bill 1171: Extending the commission to study environmentally triggered chronic illness.
- House Bill 1393: Relative to the inclusion of pediatric cancer in the state health improvement plan.
- Senate Bill 496: Directing the Department of Health and Human Services to establish a climate and health protection program.

The Department will continue to monitor contracted services to ensure:

- The DHHS Data Portal is available 24/7, with ninety-nine percent (99%) uptime availability.
- Email/telephone support is provided to the Department, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.

Should the Governor and Council not authorize this request, the Department will not have the ability to display the DHHS Data Portal limiting public access to data on health programs and initiatives. Manual data requests will be required to fulfill users' needs, which typically can take up to ninety (90) days to complete.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number 93.991, FAIN NB01TO000025.

In the event that the Federal or 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
FISCAL DETAILS SHEET
WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services
SS-2015-DPHS-079-WISDOM-01-A04

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

100% Federal Funds (CDC)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2015	102-500731	Contracts for Program Services	90000005	$77,444	$0	$77,444
			Subtotal	$77,444	$0	$77,444

05-95-90-902010-5190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

100% Federal Funds (CDC)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2015	102-500731	Contracts for Program Services	90000005	$40,500	$0	$40,500
			Subtotal	*$40,500*	*$0*	*$40,500*

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH INFORMATICS & HEALTH STATISTIC

100% Federal Funds (CDC)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2016	102-500731	Contracts for Program Services	90000005	$100,000	$0	$100,000
2017	102-500731	Contracts for Program Services	90000005	$100,000	$0	$100,000
2018	102-500731	Contracts for Program Services	90000005	$100,000	$0	$100,000
2019	102-500731	Contracts for Program Services	90000005	$100,000	$0	$100,000
2020	102-50073.1	Contracts for Program Services	90000005	$100,000	$0	$100,000
2021	102-500731	Contracts for Program Services	90000005	$44,000	$0	$44,000
			Subtotal	*$544,000*	*$0*	*$544,000*

05-95-90-901010-8011 HEALTH AND SOCAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF HEALTHCARE ACCESS, EQUITY & POLICY, PREVENTIVE HEALTH BLOCK GRANT

100% Federal Funds

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2022	102-500731	Contracts for Program Services	90000005	$44,000	$0	$44,000
2023	102-500731	Contracts for Program Services	90000005	$44,000	$0	$44,000
2024	102-500731	Contracts for Program Services	90000005	$44,000	$0	$44,000
2025	102-500731	Contracts for Program Services	90000005	$0	$44,000	$44,000
2026	102-500731	Contracts for Program Services	90000005	$0	$44,000	$44,000
			Subtotal	*$132,000*	*$88,000*	*$220,000*

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPT: INFORMATION TECHNOLOGY DEPT, INFORMATION TECHNOLOGY DEPT OF, IT FOR DHHS

100% Other Funds

100% Other Funds (DoIT)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2016	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2017	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2018	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2019	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2020	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2021	038-500177	Technology-Software	03900083	$88,000	$0	$88,000
2022	038-500177	Technology-Software	03900083	$44,000	$0	$44,000
2023	038-500177	Technology-Software	03900083	$44,000	$0	$44,000
2024	038-500177	Technology-Software	03900083	$44,000	$0	$44,000
2025	038-500177	Technology-Software	03900083	$0	$44,000	$44,000
2026	038-500177	Technology-Software	03900083	$0	$44,000	$44,000
			Subtotal	*$640,000*	*$88,000*	*$728,000*
			Total	**$1,433,944**	**$176,000**	**$1,609,944**

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

Denis Goulet
Commissioner

May 15, 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 amend an existing sole source agreement with Abacus Service Corporation, of Southfield, MI as described below and referenced as DoIT No. 2015-079D.

The purpose of this amendment request is for the Contractor to continue providing hosting, operations, maintenance, and development services for the DHHS Data Portal that allows individuals access to the various public health programs and initiatives. The web-based application hosts aggregate data and visualizations for over twenty (20) datasets, including: New Hampshire Hospital Discharge Data, New Hampshire State Cancer Registry, New Hampshire Childhood Blood Lead Level Testing, Pregnancy Risk Assessment Monitoring System (PRAMS), New Hampshire Vital Records; and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are routinely added and maintained.

The funding amount for this amendment is $176,000.00, increasing the current contract from $1,433,944.00 to $1,609,944.00, and by extending the completion date to June 30, 2026. This amendment shall become effective July 1, 2024, upon Governor and Executive Council approval through June 30, 2026.

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/RA
DoIT #2015-079D
RID: 58186
cc: Michael Williams, IT Manager, DoIT

State of New Hampshire
Department of Health and Human Services
Amendment #4

This Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Abacus Service Corporation ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015 (Item #53), as amended on July 11, 2018 (Item #13), and amended on May 20, 2020 (Item #17), and most recently amended on May 5, 2021 (Item #12), 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 1.7, Completion Date, to read:

   June 30, 2026

2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

   $1,609,944

3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:

   Robert W. Moore, Director

4. Modify Exhibit A – Amendment #3, Deliverables; Section 2.1, Implementation Schedule – Deliverables, to add Years 10 and 11 to read:

Implementation Schedule – Deliverables

Year 10			
1	**Year 10: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2024
1.2	Project Work Plan (including milestones)	Written	July 2024
1.3	Technical Architecture Review and Plan Development	Written	July 2024
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 10: Hosting Services**		
2.1	Abacus shall provide a 1-year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2024
3	**Year 10: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3

Implementation Schedule – Deliverables			
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 10: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Year 10 – Miscellaneous			
5	**Year 10: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Q3
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	Q3
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	Q3
6	**Year 10: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for video and graphic design (e.g. Canva).	Non-Software	Ongoing
Year 11			
1	**Year 11: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2025
1.2	Project Work Plan (including milestones)	Written	July 2025
1.3	Technical Architecture Review and Plan Development	Written	July 2025
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 11: Hosting Services**		
2.1	Abacus shall provide a 1-year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2025
3	**Year 11: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4

Implementation Schedule – Deliverables			
4	**Year 11: Minor Enhancements and Transitional Services**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Abacus shall provide software services for transitioning the hosting, support and maintenance of the DHHS data portal. Thirty (30) day Warranty Period from the initial State's Acceptance of the data portal's successful transfer to a new vendor.	Software	Q4
Year 11 – Miscellaneous			
5	**Year 11: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Q3
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	Q3
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	Q3
6	**Year 11: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for video and graphic design (e.g. Canva).	Non-Software	Ongoing

5. Modify Exhibit B – Amendment #3, Price and Payment Schedule; Section 1.1, Not to Exceed; Table 1: Deliverables Price and Payment Table, to add Years 10 and 11 to read:

Table 1: Deliverables Price and Payment Table					
Year 10					
1	**Year 10: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2024	Included	
1.2	Project Work Plan (including milestones)	Written	July 2024	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2024	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 10: Hosting Services**				
2.1	Abacus shall provide a 1-year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2024	$6,500	$6,500

Table 1: Deliverables Price and Payment Table					
			Subtotal	**$6,500**	**Not to exceed $6,500**
3	**Year 10: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 10: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Year 10 – Miscellaneous					
5	**Year 10: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Q3	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	Q3	$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	Q3	$0	$0

Table 1: Deliverables Price and Payment Table

			Subtotal	**$6,000**	**Not to exceed $6,000**
6	**Year 10: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for video and graphic design.	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 10 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 10 TOTAL**	**$88,000**	**Not to exceed $88,000**
Year 11					
1	**Year 11: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2025	Included	
1.2	Project Work Plan (including milestones)	Written	July 2025	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2025	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 11: Hosting Services**				
2.1	Abacus shall provide a 1-year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2025	$6,500	$6,500
			Subtotal	**$6,500**	**Not to exceed $6,500**
3	**Year 11: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)

Table 1: Deliverables Price and Payment Table					
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 11: Minor Enhancements and Transitional Services**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Abacus shall provide software services for transitioning the hosting, support and maintenance of the DHHS data portal. Thirty (30) day Warranty Period from the initial State's Acceptance of the data portal's successful transfer to a new vendor.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Year 11 – Miscellaneous					
5	**Year 11: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Q3	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	Q3	$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	Q3	$0	$0
			Subtotal	**$6,000**	**Not to exceed $6,000**
6	**Year 11: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for video and graphic design.	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 11 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000		**YEAR 11 TOTAL**	**$88,000**	**Not to exceed $88,000**

Table 1: Deliverables Price and Payment Table					
	Marketing & Design Services $1,000 $88,000				

6. Modify Exhibit B – Amendment #3, Price and Payment Schedule; Section 1.1, Not to Exceed; Table 2: Detailed License Deliverables and Pricing, to read:

Table 2: Detailed License Deliverables and Pricing			
Description	**License Type**	**Quantity**	**Licenses and Future License Upgrades Net Price**
Software			
DHHS Data Portal	NA	1	Included for contract duration
EI finder	Open Source	1	Included for contract duration
Google Web Toolkit (GWT)	Open Source	1	Included for contract duration
D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira	Paid	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
HTML5	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Visual Studio Code	Open Source	1	Included for contract duration
License Total			***$0***

7. Modify Exhibit B – Amendment #3, Price and Payment Schedule; Section 1.1, Not to Exceed: Table 3: Proposed Vendor Staff, Resource Hours and Rates, to read:

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

Position Title	SFY 2023 7/1/2022 to 6/30/23	SFY 2024 7/1/2023 to 6/30/24	SFY 2025 7/1/2024 to 6/30/25	SFY 2026 7/1/2025 to 6/30/26
Project Manager	$24	$24	$25	$25
Senior Developer	$24	$24	$25	$25
Business Analyst	$24	$24	$25	$25
Developer	$22	$22	$23	$23
QA	$19	$19	$20	$20

8. Modify Exhibit B – Amendment #3, Price and Payment Schedule; Section 1.1, Not to Exceed; Table 4: Future Vendor Rates Worksheet, to read:

Position Title	SFY 2027 7/1/2026 to 6/30/27	SFY 2028 7/1/2027 to 6/30/28
Project Manager	$26	$26
Senior Developer	$26	$26
Business Analyst	$26	$26
Developer	$24	$24
QA	$21	$21

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 July 1, 2024, 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

5/24/2024
Date

DocuSigned by:
Iain Watt
Name: Iain Watt
Title: Interim Director - DPHS

Abacus Service Corporation

5/21/2024
Date

DocuSigned by:
April Szlaga
Name: April Szlaga
Title: Vice President

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

OFFICE OF THE ATTORNEY GENERAL

5/24/2024
Date

DocuSigned by:
Robyn Guarino
Name: Robyn Guarino
Title: 5/24/2024

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:

DocuSign Envelope ID: 33E2C51C-E881-420D-B869-B9A1F17552DA

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 ABACUS SERVICE CORPORATION is a Michigan Profit Corporation registered to do business in New Hampshire as ABACUS STAFFING on October 28, 2011. 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: **661190**

Certificate Number: **0006692642**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 21st day of May A.D. 2024.

David M. Scanlan
Secretary of State

DocuSign Envelope ID: 33E2C51C-E881-420D-B869-B9A1F17552DA

Corporate Resolution

I, Sreeram Akunuri, **hereby certify** that I am duly elected Clerk/Secretary of
(Name)

Abacus Service Corporation. I hereby certify the following is a true copy of a vote taken at
(Name of Corporation or LLC)

a meeting of the Board of Directors/shareholders, duly called and held on May 21, 2024 at which a quorum of the Directors/shareholders were present and voting.

VOTED: That April Szlaga, Vice President (may list more than one person) is
(Name and Title)

duly authorized to enter into contracts or agreements on behalf of

Abacus Service Corporation with the State of New Hampshire and any of
(Name of Corporation or LLC)

its agencies or departments and further is authorized to execute any documents which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

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

DATED: 05/21/24

ATTEST: A. Sreeram
Sreeram Akunuri
Vice President/Secretary
(Name and Title)

DocuSign Envelope ID: 33E2C51C-E881-420D-B869-B9A1F17552DA

ABACSER-01 ZLOGSDON

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 5/20/2024

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

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

PRODUCER	CONTACT NAME: Shari Goercke
Hub International Northwest LLC PO Box 3144 Spokane, WA 99220	PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: shari.goercke@hubinternational.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Everest National Insurance Company	10120
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED

Abacus Service Corporation
25925 Telegraph Rd, Suite 110
Southfield, MI 48033

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC OTHER:	X	X	91ML002478231	10/17/2023	10/17/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG Stop Gap	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $ 1,000,000
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY			91ML002478231	10/17/2023	10/17/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			91EX000438-231	10/17/2023	10/17/2024	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $
A	Professional Liabil			91ML002478231	10/17/2023	10/17/2024	Occurrence&Aggregate	2,000,000
A	Crime			91CR001424-231	10/17/2023	10/17/2024	Limit:	2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Additional Insured is included on the General Liability, Hired and Non-Owned Auto, Professional Liability & Employment Practices Liability.
Primary and Noncontributory included on the General Liability and Hired and Non-Owned Auto, and Professional Liability.
Waiver of Subrogation is included on the General Liability, Hired and Non-Owned Auto and Workers Compensation and Professional Liability.
Alternate Employer Endorsement included on Workers Compensation.
Umbrella policy follows form.
Umbrella extends over the Hired and Non-Owned Auto, Employers Liability, Workers Comp, General Liability including Products-Completed Operations, Employee Benefits Liability & Professional Liability E&O.
SEE ATTACHED ACORD 101

CERTIFICATE HOLDER

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

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Cys L

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DocuSign Envelope ID: 33E2C51C-E881-420D-B869-B9A1F17552DA

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 05/20/2024

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PRODUCER	CONTACT NAME: Kim Brown	
Farmington Insurance Agency 33215 Grand River Avenue P.O. Box 919 Farmington MI 48332	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS: kbrown@ghbh.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : Milford Casualty Ins. Co.	26662
INSURED Abacus Service Corporation, Acorn Services Corporation, Trajectus 25925 Telegraph Rd, Ste 110 Southfield MI 48033	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: MASTER REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	10731127	02/03/2024	02/03/2025	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

Waiver of Subrogation is included on the Workers Compensation
Alternate Employer Endorsement included on Workers Compensation.

CERTIFICATE HOLDER

State of New Hampshire Department of Health and Human Services
129 Pleasant Street
Concord NH 03310-3857

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibinette
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

March 26, 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, Division of Public Health Services, to amend an existing **Sole Source** contract with Abacus Service Corporation (VC#223048), Southfield, MI for continued provision of operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $264,000 from $1,169,944 to $1,433,944 and by extending the completion date from June 30, 2021 to June 30, 2024 effective upon Governor and Council approval. 55% Federal Funds. 45% Other Funds.

The original contract was approved by Governor and Council on June 24, 2015 (Item #53). It was subsequently amended with Governor and Council approval on July 11, 2018 (Item #13), and most recently amended with Governor and Council approval on May 20, 2020, (Item #17).

Funds are anticipated to be available in State Fiscal Years 2022, 2023, and 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.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the contract was originally approved as sole source and MOP 150 requires any subsequent amendments to be labelled as sole source. Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Contractor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes Abacus Service Corporation solely qualified to provide operations, maintenance and development of the WISDOM system

The purpose of this request is to continue providing hosting, operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The Contractor is responsible for management and administration of the hosting environment, as well as software enhancements specified within the amended contract.

The web-based application hosts aggregated data and visualizations for over twenty (20) data sets, including New Hampshire Hospital Discharge Data; New Hampshire State Cancer Registry; New Hampshire Childhood Blood Lead Level Testing; Pregnancy Risk Assessment Monitoring System (PRAMS); New Hampshire Vital Records; and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

WISDOM is assisting agencies with meeting New Hampshire legislative directives including:

- Senate Bill 85: Re-established a commission to study environmentally triggered chronic illness. Data integration and data interoperability to support environmental health surveillance are major priorities of this Commission.
- House Bill 1356: Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data. Signed Inter-Agency MOUs with NHDES to support collaborate grants such as the CDC National Center for Environmental Health Capacity Building Grant that aims to support informatics capacity. Currently supporting the development of a Well Water Dashboard as well as the Agency for Toxic Substances and Disease Registry (ATSDR) Partnership to Promote Local Efforts to Reduce Environmental Exposure Grant that is supporting the sharing of data and information to better identify and eliminate environmental exposures.

The Department will monitor contracted services using the following performance measures:

- The WISDOM data portal is available 24/7 with ninety-nine percent (99%) uptime availability.
- Email/telephone support is provided to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- All deliverable timelines and expectations are met; meeting new WISDOM product capabilities including advanced analysis, responsive multi-device web design, improved interactive data visualizations, open source transitional design and services for hosting WISDOM within the State network.
- Through improved functionality, WISDOM usage increases by ten percent (10%) to fulfill routine data requests.

Should the Governor and Council not authorize this request, the Department may need to find an alternate solution to host and support WISDOM. The site would not be available until the alternative solution is determined, which could jeopardize the success of various public health programs and initiatives. Manual data requests, which typically can take up to ninety (90) days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide

Source of Funds: CFDA# 93.991, FAIN NB01OT009285

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

Respectfully submitted,

Lori A. Shibinette
Commissioner

Denis Goulet
Commissioner
Department of Information Technology

RID #58186

DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract Amendment #3

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$77,444	$0	$77,444
			Subtotals	*$77,444*	*$0*	*$77,444*

05-95-90-902010-5190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$40,500	$0	$40,500
			Subtotals	*$40,500*	*$0*	*$40,500*

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, INFORMATICS & HEALTH STATISTIC

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2017	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2018	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2019	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2020	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2021	102-500731	Contracts for Prog Services	90000005	$44,000	$0	$44,000
			Subtotals	*$544,000*	$0	*$544,000*

DEPARTMENT OF HEALTH AND HUMAN SERVICES

WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract Amendment #3

05-95-90-901010-8011 HEALTH AND SOCAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POLICY AND PERFORMANCE, PREVENTIVE HEALTH BLOCK GRANT

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
2023	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
2024	102-500731	Contracts for Prog Services	90000005	$0	$44,000	$44,000
			Subtotals	*$0*	*$132,000*	*$132,000*

01-03-03-030010-7695 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2017	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2018	038-500177	Technology-Software	3900083	$60,000	$0	$60,000
2019	038-500177	Technology-Software	3900083	$120,000	$0	$120,000
2020	038-500177	Technology-Software	3900083	$120,000	$0	$120,000
2021	038-500177	Technology-Software	3900083	$88,000	$0	$88,000
2022	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
2023	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
2024	038-500177	Technology-Software	3900083	$0	$44,000	$44,000
			Subtotals	*$508,000*	*$132,000*	*$640,000*
			TOTALS	***$1,169,944***	***$264,000***	***$1,433,944***

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

Denis Goulet
Commissioner

April 5, 2021

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend an existing sole source agreement with Abacus Service Corporation, of Southfield, MI as described below and referenced as DoIT No. 2015-079C.

The purpose of this amendment is for the continuance of providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. This information then used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.

The funding amount for this amendment is $264,000.00, increasing the current contract from $1,169,944 to $1,433,944.00, and by extending the completion date to June 30, 2024 from the original completion date of June 30, 2021. This amendment shall become effective upon Governor and Executive Council approval through June 30, 2024.

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

Sincerely,

Denis Goulet

DG/kaf
DoIT #2015-079C
RID: 58186
cc: Michael Williams, IT Manager, DoIT

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

This Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Abacus Service Corporation ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015, (Item #53), as amended on July 11, 2018, (Item #13), and as amended on May 20, 2020 (Item #17), 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 Contract 2015-079 Form P-37 General Provisions, Paragraph 18 and Part 3, Exhibit C Special Provisions, Paragraph 2 Extension; 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:

   June 30, 2024.

2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

   $1,433,944.

3. Modify Part 3, Exhibit A – Amendment #2, Deliverables, by replacing in its entirety with Part 3, Exhibit A - Amendment #3, Deliverables in order to add deliverables from Project Years 7 through 9, which is attached hereto and incorporated by reference herein.

4. Modify Part 3, Exhibit B – Amendment #2, Price and Payment Schedule, by replacing in its entirety with Part 3, Exhibit B - Amendment #3, Price and Payment Schedule in order to add payment information for Project Years 7 through 9, which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment #3 remain in full force and effect. This Amendment shall be effective the date of Governor and Executive 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

4/5/2021
Date

DocuSigned by:
Lisa M. Morris
Name: Lisa M. Morris
Title: Director, Division of Public Health Srvcs.

Abacus Service Corporation

3/30/2021
Date

DocuSigned by:
April Szlaga
Name: April Szlaga
Title: Vice President

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

OFFICE OF THE ATTORNEY GENERAL

4/13/2021
Date

DocuSigned by:
[signature]
Name: Catherine Pinos
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
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #3
DELIVERABLES

1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B – Amendment #3: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

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Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 Operations

Abacus shall perform general system administration including operational functions related to

the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 Technical Support

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1 Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3 Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement. The price quote

shall be based upon the rates in Exhibit B – Amendment #3 Price and Payment Schedule. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services*.

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a

complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

1.8.4 Website

The Contractor shall ensure that if performance of services on behalf of DHHS involve using social media or a website to solicit information of individuals, or DHHS data, the Contractor shall work with the DHHS Communications Bureau to ensure that any website designed, created, or managed on behalf of DHHS meets all NH DoIT website requirements, and that any protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website, shall not be maintained, stored or captured shall not be further disclosed except as expressly provided in the contract. The solicitation or disclosure of any PHI, PI, or other confidential information shall be subject to the requirements in Exhibit K, Exhibit I, and all applicable state rules, or state or federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor/Vendor/Successful Applicant agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology:		
	☑ Create quarterly maintenance work plan	Written	
	☑ Analysis & code development	Software	
	☑ Unit, integration, regression testing and test plans	Written	
	☑ Train Wisdom Technical Team	Non-Software	
	☑ User Acceptance Testing (UAT) Approval	Non-Software	
	☑ Deployment Plan	Written	
	☑ Production Deployment	Software	
	☑ Incident Management	Non-Software	
	☑ Documentation	Written	
	☑ Acceptance of Production Implementation	Written	
	☑ 90 Day Warranty Period	Software	
	☑ Acceptance of Enhancement(s)	Written	
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 1: Minor Enhancements**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	business days in production before approval will be granted.		
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
9	**Year 1: Content Manager**		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	**Year 1: Content Types (RStudio)**		
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	**Year 1: Slide Info**		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view	Software	Per the Work Plan

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.		
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
12	**Year 1: Smart URLs**		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	**Year 1: Sharing Dashboards**		
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	**Year 1: Feedback**		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
15	**Year 1: MyWISDOM**		
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
16.	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
18	**Year 1: Web Conferencing**		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
19	**Year 1: Optional Services**		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	**Year 2: Project Management**		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
21	**Year 2: Hosting Services**		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**		
22.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation	 Written Software Written Non-Software Non-Software Written Software Non-Software Written Written	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules**	Software	Per the Work Plan

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	24.1.7 Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3

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29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	**Year 3: Minor Enhancements**		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4
Major Enhancements			
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 31.1.1 Data Source Module • 31.1.2 Custom (DIY) Health Dashboard Module • 31.1.3 Custom (DIY) Health Reports **PMA** • 31.1.4 PMA Phase II Deliverables - Part B **New Content Type** • 31.1.5 Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • 31.1.6 Transition for hosting, supporting, and maintaining WISDOM	Software	Per the Work Plan

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31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
33	**Year 3: Web Conferencing**		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 4			
34	**Year 4: Project Management**	**Deliverable Type**	**Projected Delivery Date**
34.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
34.2	Project Work Plan (including milestones)	Written	July 2018
34.3	Technical Architecture Review and Plan Development	Written	July 2018
34.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
35	**Year 4: Hosting Services**		
35.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database	Non-Software	July 2018

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Dedicated private network database connection		
35.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
36	**Year 4: System Operations, Technical Support & Software Maintenance Services**		
36.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
36.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
36.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
36.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
37	**Year 4: Minor Enhancements**		
37.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
37.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
37.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
37.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
38	**Year 4: Content Management/Technology Assessment Analysis**		
38.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan
38.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
39	**Year 4: Technology Pilot based on Assessment**		
39.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan
39.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
40	**Year 4: Content Management Pilot based on Assessment**		
40.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan
40.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41	**Year 4: Technology Advancement Implementation based on approved pilots**		
41.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan
41.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
42	**Year 4: Home Page, Start Page and Search Redesign**		
42.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan
42.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
42.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
43	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
43.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan
43.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
43.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
44	**Year 4: Social Media**		
44.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan
44.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
44.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
45	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**		
45.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
45.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
45.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
46	**Year 4: APIs and Tableau/Qlik Data Connector Integration**		
46.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan
46.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	business days in production before approval will be granted.		
46.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
47	**Year 4: Data Request Portal & Project Tracking**		
47.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan
47.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
47.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
48	**Year 4: System Security Audit Service**		
48.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
48.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
48.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
49	**Year 4: Jira Licenses**		
49.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
50	**Year 4: Web Conferencing**		
50.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video)	Non-Software	Ongoing

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	• Share the presenter role		
Year 5			
Ref #	**Activity, Deliverable, or Milestone**	**Deliverable Type**	**Projected Delivery Date**
51	**Year 5: Project Management**		
51.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
51.2	Project Work Plan (including milestones)	Written	July 2018
51.3	Technical Architecture Review and Plan Development	Written	July 2018
51.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
52	**Year 5: Hosting Services**		
52.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
52.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
53	**Year 5: System Operations, Technical Support & Software Maintenance Services**		
53.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
53.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
53.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
53.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
54	**Year 5: Minor Enhancements**		
54.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
54.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
54.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
54.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
55	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**		
55.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
55.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
55.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
56	**Year 5: Dashboard Improvements**		
56.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan
56.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
56.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
57	**Year 5: Emergency Preparedness Dashboards**		
57.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan
57.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful	Software Deployment	

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	business days in production before approval will be granted.		
57.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
58	**Year 5: Secure Dashboards/Reports for Internal Staff**		
58.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan
58.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
58.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
59	**Year 5: Enhanced Auditing functionality**		
59.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan
59.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
59.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
60	**Year 5: Indicator Specification Initiation Tool Integration**		
60.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan
60.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
60.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
61	**Year 5: Query Tool for Granular Data**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
61.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan
61.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
61.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
62	**Year 5: Dashboard Rich Text maintained by business.**		
62.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan
62.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
62.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
63	**Year 5: Program Health Reports**		
63.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan
63.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
63.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
64	**Year 5: Transition for hosting, supporting and maintaining WISDOM**		
64.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous			
65	**Year 5: System Security Audit Service**		
65.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
65.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
65.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
66	**Year 5: Jira Licenses**		
66.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
67	**Year 5: Web Conferencing**		
67.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 6			
1	**Year 6: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020
1.2	Project Work Plan (including milestones)	Written	July 2020
1.3	Technical Architecture Review and Plan Development	Written	July 2020
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 6: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020

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3	**Year 6: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 6: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
5	**Year 6: Data Modeling, Visualizations, and Dashboards**		
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 6: Tableau Advanced Dashboards**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7.	**Year 6: Topic Group Overview Facts Dashboards**		
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**		
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			
9	**Year 6: System Security Audit Service**		
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
10	**Year 6: Web Conferencing**		
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video)	Non-Software	Ongoing

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Share the presenter role		
Year 7			
1	**Year 7: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021
1.2	Project Work Plan (including milestones)	Written	July 2021
1.3	Technical Architecture Review and Plan Development	Written	July 2021
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 7: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 7: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 7: System Security Audit Service**		

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 7: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing
Year 8			
1	**Year 8: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2022
1.2	Project Work Plan (including milestones)	Written	July 2022
1.3	Technical Architecture Review and Plan Development	Written	July 2022
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 8: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2022
3	**Year 8: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 8: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 8: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 8: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing
Year 9			
1	**Year 9: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2023
1.2	Project Work Plan (including milestones)	Written	July 2023
1.3	Technical Architecture Review and Plan Development	Written	July 2023
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 9: Hosting Services**		
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2023
3	**Year 9: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 9: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Miscellaneous			
5	**Year 9: System Security Audit Service**		
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
6	**Year 9: Marketing & Design Services**		
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing

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1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract price limitation specified in Part I, Form P-37 General Provisions, Block 1.8 Price Limitation for the period between the Effective Date through the Contract Completion Date specified in Part I, Form P-37 General Provisions, Block 1.7. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	**Year 1: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$28,862**
2	**Year 1: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500
			Subtotal	**$9,000**	Not to exceed:

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$9,000
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	**$33,200**	**$26,560 (80% payment)**
Major Software Enhancements					
5	**Year 1: Encryption**				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan	$1,728	$346 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	**$1,728**	**$1,382 (80% payment)**
6	**Year 1: Performance Management Application (PMA)**				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	$10,368	**$8,294 (80% payment)**
7	**Year 1: Community Profiles**				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	$8,640	**$6,912 (80% payment)**
8	**Year 1: Health Equity / Access & Utilization Modules**				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization).	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	$13,824	$11,059 (80% payment)
9	Year 1: Content Manager				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	**$14,182**	**$11,345 (80% payment)**
10	**Year 1: Content Types (RStudio)**				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
11	**Year 1: Slide Info**				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
12	**Year 1: Smart URLs**				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
13	**Year 1: Sharing Dashboards**				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 1: Contracts and Contractor Data Entry**				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)
			Subtotal	**$12,443**	**$9,954 (80% payment)**
Miscellaneous					
17	**Year 1: System Security Audit Service**				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$20,000**	Not to exceed: $20,000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18	**Year 1: Web Conferencing**				
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
Year 1 – Optional Services					
19	**Year 1: Optional Services**				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan	$103,944	$103,944
			Subtotal	**$103,944**	**Not to exceed: $103,944**
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560		**YEAR 1 TOTAL**	**$277,944**	**Not to exceed: $277,944**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Major Enhancements (80%) $80,878 Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944				
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$27,260**
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	**$10,000**	**$10,000**
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
23	**Year 2: Minor Enhancements.**				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Major Software Enhancements (Year 2)					
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 24.1.1 Emergency Module • 24.1.2 Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** 24.1.3 PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** 24.1.4 Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancement's (24.1.x) development costs at the start of development. Each enhancement s start date will stagger through the year.

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	• add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000

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25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	Not to exceed: **$13,000**
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 2 TOTAL**	**$160,000**	**Not to exceed: $160,000**
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
27.3	Technical Architecture Review and Plan Development	Written	July 2017	Included	
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$26,860**
28	**Year 3: Hosting Services**				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	**$12,000**	**$12,000**
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**				
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1	$11,000	EOQ1: $2,200 (20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
30	**Year 3: Minor Enhancements**				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
Major Software Enhancements (Year 3)					
31	**Year 3: Pooled Funding Enhancements and Transition Services**				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade)	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancements (31.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Transition Services • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM				
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	**$88,700**	**$70,960 (80% payment)**
Miscellaneous (Year 3)					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	**$13,000**
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$700**	**$700**
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 3 TOTAL**	**$160,000**	Not to exceed: **$160,000**
	Years 1-3 Grand Total (Not To Exceed)		**Grand Total**		Not to exceed: $597,944
Year 4					
1	**Year 4: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
1.2	Project Work Plan (including milestones)	Written	July 2018	Included	$39,000 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$39,000**
2	**Year 4: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
2.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
3	**Year 4: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
4	**Year 4: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
5	**Year 4: Content Management/Technology Assessment Analysis**				
5.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan	$5,000	$1000 (20% Payment)
5.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis			$3000 (60% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
6	**Year 4: Technology Pilot based on Assessment**				
6.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
6.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$8,000 (80% payment)**
7	**Year 4: Content Management Pilot based on Assessment**				
7.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
7.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
8	**Year 4: Technology Advancement Implementation based on approved pilots**				
8.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
9	**Year 4: Home Page, Start Page and Search Redesign**				
9.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
9.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
10	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**				
10.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
11	**Year 4: Social Media**				
11.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan	$13,000	$2,600 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,900 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,900 (30% Payment)
			Subtotal	**$13,000**	**$10,400 (80% payment)**
12	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**				
12.1	Abacus shall provide support services for the open development model; and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$20,000	$4,000 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$6,000 (30% Payment)
			Subtotal	**$20,000**	**$16,000 (80% payment)**
13	**Year 4: APIs and Tableau/Qlik Data Connector Integration**				
13.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan	$8,000	$1,600 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,400 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,400 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$8,000**	**$6,400 (80% payment)**
14	**Year 4: Data Request Portal & Project Tracking**				
14.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
Miscellaneous					
15	**Year 4: System Security Audit Service**				
15.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
15.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
15.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 4: Jira Licenses**				
16.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
17	**Year 4: Web Conferencing**				
17.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 4 Total Hosting $12,000 Work Plan (20%) $39,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $96,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1000 $220,000		**YEAR 4 TOTAL**	**$220,000**	**Not to exceed: $220,000**
Year 5					
18	**Year 5: Project Management**				
18.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	

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18.2	Project Work Plan (including milestones)	Written	July 2018	Included	$37,000 (20% Payment Excludes Hosting & Web Conferencing)
18.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
18.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$37,000**
19	**Year 5: Hosting Services**				
19.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000
19.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
20	**Year 5: System Operations, Technical Support & Software Maintenance Services**				
20.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
20.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
20.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
20.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
21	**Year 5: Minor Enhancements**				
21.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
21.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)
21.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
21.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
22	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**				
22.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$25,000	$5,000 (20% Payment)

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22.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$7,500 (30% Payment)
22.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$7,500 (30% Payment)
			Subtotal	**$25,000**	**$20,000 (80% payment)**
23	**Year 5: Dashboard Improvements**				
23.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
23.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
23.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
24	**Year 5: Emergency Preparedness Dashboards**				
24.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5	Software Deployment			$4,500 (30% Payment)

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	successful business days in production before approval will be granted.				
24.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
25	**Year 5: Secure Dashboards/Reports for Internal Staff**				
25.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan	$11,200	$2,240 (20% Payment)
25.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,360 (30% Payment)
25.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,360 (30% Payment)
			Subtotal	**$11,200**	**$8,960 (80% payment)**
26	**Year 5: Enhanced Auditing functionality**				
26.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
26.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
26.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
27	**Year 5: Indicator Specification Initiation Tool Integration**				
27.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
27.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
27.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	$5,000	$4,000 (80% payment)
28	**Year 5: Query Tool for Granular Data**				
28.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan	$14,800	$2,960 (20% Payment)
28.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,440 (30% Payment)
28.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,440 (30% Payment)
			Subtotal	$14,800	$11,840 (80% payment)
29	**Year 5: Dashboard Rich Text maintained by business.**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
29.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
29.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
29.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
30	**Year 5: Program Health Reports**				
30.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
30.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
30.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
31	**Year 5: Transition for hosting, supporting and maintaining WISDOM**				
31.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$10,000	$10,000 (100% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$10,000 (100% payment)**
Miscellaneous					
32	**Year 5: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**
33	**Year 5: Jira Licenses**				
33.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
34	**Year 5: Web Conferencing**				
34.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Year 5 Total Hosting $12,000 Work Plan (20%) $37,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $98,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1,000 $220,000		YEAR 5 TOTAL	$220,000	Not to exceed: $220,000
Year 6					
1	**Year 6: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020	Included	
1.2	Project Work Plan (including milestones)	Written	July 2020	Included	$21,200 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2020	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$21,200**
2	**Year 6: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020	$8,000	$8, 000
			Subtotal	**$8,000**	Not to exceed: $8,000
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$15,000	EOQ1: $3,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $3,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $3,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $3,000 (20% payments)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
4	**Year 6: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $9,500 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $9,500 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $9,500 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $9,500 (20% payments)
			Subtotal	**$47,500**	**$38,000**

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Ref #.	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
Major Software Enhancements					
5	**Year 6: Data Modeling, Visualizations, and Dashboards**				
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan	$11,500	$2,300 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,450 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,450 (30% Payment)
			Subtotal	**$11,500**	**$9,200 (80% payment)**
6	**Year 6: Tableau Advanced Dashboards.**				
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
7	**Year 6: Topic Group Overview Facts Dashboards**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	**$16,000**	**$12,800 (80% payment)**
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**				
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$11,500	$11,500 (100% Payment)
			Subtotal	**$11,500**	**$11,500 (100% payment)**
Miscellaneous					
9	**Year 6: System Security Audit Service**				
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$3,000	$3,000
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
10	**Year 6: Web Conferencing:**				
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing	Non-Software	Ongoing	$500	$500

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	• VoIP or phone call-in • Record meetings (including video) • Share the presenter role				
			Subtotal	**$500**	**$500**
	Year 6 Total Hosting $8,000 Work Plan (20%) $21,200 Support Maintenance (80%) $12,000 Minor Enhancements (80%) $38,000 Major Enhancements (80%) $46,300 Security Audit Service $6,000 Web Conferencing $500 $132,000		**YEAR 6 TOTAL**	**$132,000**	**Not to exceed: $132,000**
Year 7					
1	**Year 7: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021	Included	
1.2	Project Work Plan (including milestones)	Written	July 2021	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2021	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 7: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed:

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,500
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 7: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 7: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
6	**Year 7: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 7 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 7 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 7					
1	**Year 7: Project Management**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2021	Included	
1.2	Project Work Plan (including milestones)	Written	July 2021	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2021	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 7: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2021	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 7: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 7: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 7: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed:

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,000
6	**Year 7: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 7 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 7 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 8					
1	**Year 8: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2022	Included	
1.2	Project Work Plan (including milestones)	Written	July 2022	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2022	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 8: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2022	$6,500	$6,500

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #3
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 8: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)
3.4	Q4: Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 8: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 8: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed: **$6,000**
6	**Year 8: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 8 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 8 TOTAL**	**$88,000**	**Not to exceed: $88,000**
Year 9					
1	**Year 9: Project Management**				

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
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PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2023	Included	
1.2	Project Work Plan (including milestones)	Written	July 2023	Included	$14,900 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2023	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$14,900**
2	**Year 9: Hosting Services**				
2.1	Abacus shall provide a 1 year extension for hosting the DHHS Data Portal (formerly WISDOM). • UAT and Production • Application	Non-Software	July 2023	$6,500	$6,500
			Subtotal	**$6,500**	Not to exceed: **$6,500**
3	**Year 9: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$24,500	EOQ1: $4,900 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $4,900 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $4,900 (20% payments)

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
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PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $4,900 (20% payments)
			Subtotal	**$24,500**	**$19,600 (80% payment)**
4	**Year 9: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$50,000	EOQ1: $10,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $10,000 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $10,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $10,000 (20% payments)
			Subtotal	**$50,000**	**$40,000 (80% payment)**
Miscellaneous					
5	**Year 9: System Security Audit Service**				
5.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$4,000	$4,000
5.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$2,000	$2,000
5.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$6,000**	Not to exceed:

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PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					$6,000
6	**Year 9: Marketing & Design Services**				
6.1	Abacus shall provide Marketing Services for online marketing campaigns (e.g. Constant Contact) and media graphics and graphic design (e.g. Canva).	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 9 Total Hosting $6,500 Work Plan (20%) $14,900 Support Maintenance (80%) $19,600 Minor Enhancements (80%) $40,000 System Security Audit Service $6,000 Marketing & Design Services $1,000 $88,000		**YEAR 9 TOTAL**	**$88,000**	**Not to exceed: $88,000**

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
MoxieManager	Paid	1	Included for contract duration
Highcharts	Paid	1	Included for contract duration
Tableau	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration

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Google Web Toolkit (GWT)	Open Source	1	Included for contract duration
D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira (Abacus Development)	Paid	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Jira (Data Requests/API)	User License	1	Included for contract duration
License Total			$0

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Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

Position Title	SFY 2023 7/1/2022 to 6/30/23	SFY 2024 7/1/2023 to 6/30/24
Project Manager	$24	$24
Senior Developer	$24	$24
Business Analyst	$24	$24
Developer	$22	$22
QA	$19	$19

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2025	SFY 2026	SFY 2027	SFY 2028

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
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	7/1/2024 to 6/30/25	7/1/2025 to 6/30/26	7/1/2026 to 6/30/27	7/1/2027 to 6/30/28
Project Manager	$25	$25	$26	$26
Senior Developer	$25	$25	$26	$26
Business Analyst	$25	$25	$26	$26
Developer	$23	$23	$24	$24
QA	$20	$20	$21	$21

2. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the Contract Price Limitation identified in Part I, General Provisions, Block 1.8 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus in the performance hereof.

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

3. INVOICING

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

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

Invoices shall be sent to:

Bureau Chief
Bureau of Public Health Statistics and Informatics
Division of Public Health Services

NH Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation
25925 Telegraph Road, Suite 200
Southfield, MI 48033

5. OVERPAYMENTS TO ABACUS

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

6. CREDITS

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

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibinette
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

April 22, 2020

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, Division of Public Health Services, to amend an existing **Sole Source** agreement with Abacus Service Corporation (Vendor #223048), Southfield, MI 48033, to continue providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $132,000 from $1,037,944 to $1,169,944 and by extending the completion date from June 30, 2020 to June 30, 2021 effective upon Governor and Council approval. The original contract was approved by Governor and Council on June 24, 2015, item #53, and most recently amended with Governor and Council approval on July 11, 2018, item #13. 33% Federal Funds / 67% Other Funds.

Funds are available in the following accounts for State Fiscal Year 2021, 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.

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$77,444	$0	$77,444
			Subtotals	*$77,444*	*$0*	*$77,444*

05-95-90-902010-5190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	102-500731	Contracts for Prog Services	90000005	$40,500	$0	$40,500
			Subtotals	*$40,500*	*$0*	*$40,500*

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, INFORMATICS & HEALTH STATISTIC

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2017	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2018	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2019	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2020	102-500731	Contracts for Prog Services	90000005	$100,000	$0	$100,000
2021	102-500731	Contracts for Prog Services	90000005	$ 0	$44,000	$44,000
			Subtotals	*$500,000*	*$44,000*	*$544,000*

01-03-03-030010-7695 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2017	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2018	038-500177	Technology-Software	03900083	$60,000	$0	$60,000
2019	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2020	038-500177	Technology-Software	03900083	$120,000	$0	$120,000
2021	038-500177	Technology-Software	03900083	$ 0	$88,000	$88,000
			Subtotals	*$420,000*	*$88,000*	*$508,000*
			TOTALS	***$1,037,944***	***$132,000***	***$1,169,944***

EXPLANATION

This request is **Sole Source** because the original agreement is sole source. Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Contractor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes Abacus Service Corporation solely qualified to provide operations, maintenance and development of the WISDOM system. As previously stated, the original contract was approved by Governor and Council on June 24, 2015, item #53, and most recently amended with Governor and Council approval on July 11, 2018, item #13.

The purpose of this request is for Abacus Service Corporation to continue providing hosting, operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The Contractor is responsible for management and administration of the hosting environment, as well as software enhancements specified within the amended contract.

The WISDOM data portal is an ongoing Division of Public Health Services project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers free, on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format. The information is used to determine the need for, and measure the success of, interventions designed to improve overall population health and to improve quality of life as well as controlling health care costs.

The web-based application hosts aggregated data and visualizations for over twenty (20) data sets, including New Hampshire Hospital Discharge Data, New Hampshire State Cancer Registry, New Hampshire Childhood Blood Lead Level Testing, Pregnancy Risk Assessment Monitoring System (PRAMS), New Hampshire Vital Records and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

WISDOM plays a central role in the Division of Public Health Services future accreditation by the Public Health Accreditation Board. The WISDOM data portal is fundamental to delivering essential public health services specifically, conducting and disseminating assessments focused on population health statistics and public health issues facing the community. Analysis comparing other similar sociogeographic areas and/or sociodemographic groups for the same population gathered overtime establishes trends, which allow for making informed decisions. The Department must provide summaries or fact sheets that condense public health data. Data summaries may address a combination of public health issues or may focus on a particular health issue regarding the population served. WISDOM is integral in providing analyses.

WISDOM is assisting agencies with meeting New Hampshire legislative directives including:

- House Bill 511: Establishing a commission to study environmentally triggered chronic illness.
- House Bill 1356: Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data.

The Department of Health and Human Services, Division of Public Health Services; Bureau of Information Systems and the Department of Information Technology will, in this final year of the contract, set the future path for hosting and supporting WISDOM 2.0 within the State network. The simplicity of the new version of WISDOM requires a basic web server hosted on a public facing virtual machine (VM).

The following performance measures will be used to continue measuring the effectiveness of the agreement:

- The WISDOM data portal is available 24/7 with ninety-nine percent (99%) uptime availability.
- Email/telephone support is provided to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- All deliverable timelines and expectations are met, meeting new WISDOM product capabilities including advanced analysis, responsive multi-device web design, improved interactive data visualizations, open source transitional design and services for hosting WISDOM within the State network.
- Through improved functionality, WISDOM usage increases by ten percent (10%) to fulfill routine data requests.

Should the Governor and Council not authorize this request, the Department may need to find an alternate solution to host and support WISDOM. The site would not be available until the alternative solution is determined, which could jeopardize the success of various public health programs and initiatives. Manual data requests, which typically can take up to ninety (90) days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide

Source of Funds: 33% Federal Funds from the U.S. Center for Disease Control Prevention (CDC), Preventative Health and Health Services Block Grant, CFDA# 93.991, FAIN NB01OT009285 and 67% Other DoIT Technology-Software Funds.

Respectfully Submitted,

Ann H. Landry
Associate Commissioner

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

Denis Goulet
Commissioner

May 1, 2020

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

Dear Commissioner Shibinette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to amend an existing sole source agreement with Abacus Service Corporation, of Southfield, MI as described below and referenced as DoIT No. 2015-079B.

The purpose of this amendment is for the continuance of providing operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM). The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. This information then used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.

The funding amount for this amendment is $132,000.00, increasing the current contract from $1,037,944.00 to $1,169,944.00, and by extending the completion date to June 30, 2021 from the original completion date of June 30, 2020. This amendment shall become effective upon Governor and Executive Council approval through June 30, 2021.

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/kaf
DoIT #2015-079B
cc: Michael Williams, IT Manager, DoIT

State of New Hampshire
Department of Health and Human Services
Amendment #2 to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services Contract

This 2nd Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Abacus Service Corporation (hereinafter referred to as "the Contractor"), a for-profit corporation with a place of business at 25925 Telegraph Road, Suite 206, Southfield, MI 48033.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015, (Item #53), as amended on July 11, 2018, (Item #13), 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 Contract 2015-079 Form P-37 General Provisions, Paragraph 18 and Part 3, Exhibit C Special Provisions, Paragraph 2 Extension; 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, and 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. Modify Part 1, Form P-37 General Provisions, Block 1.4, Contractor Address, to read:

   25925 Telegraph Road, Suite 206, Southfield, MI 48033.

2. Modify Part 1, Form P-37 General Provisions, Block 1.7, Completion Date, to read:

   June 30, 2021.

3. Modify Part 1, Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

   $1,169,944.

4. Modify Part 1, Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:

   Nathan D. White, Director.

5. Modify Part 1, Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:

   603-271-9631.

6. Modify Part 2, Introduction, to read:

   INTRODUCTION

   This Contract is by and between the State of New Hampshire, acting through the New Hampshire Department of Health and Human Services and Abacus Service Corporation a Michigan Corporation, (Abacus), having its principal place of business at 25925 Telegraph Road, Suite 206, Southfield, MI 48033.

7. Modify Part 2, Section 3 Contract Management, Subsection 3.1 The Vendor's Contract Manager, to read:

   3.1 ABACUS CONTRACT MANAGER

   Abacus shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. Abacus' Contract Manager is:

   Sam Akunuri
   Vice President
   25925 Telegraph Road, Suite 206
   Southfield, MI 48033
   Tel: 248-679-1558
   Fax: 248-479-0811
   Email: sam@abacusservice.com

8. Modify Part 2, Section 3 Contract Management, Subsection 3.2 The Vendor's Project Manager, Part 3.2.5. Abacus Project Manager is, to read:

   3.2.5 ABACUS PROJECT MANAGER

   Ramprasad Tulluri
   Project Manager
   25925 Telegraph Road, Suite 206
   Southfield, MI 48033
   Tel: (866)402-2228
   Fax: 248-479-0811
   Email: ramt@abacusservice.com

9. Modify Part 2, Section 17 General Terms and Conditions, Subsection 17.13 Notices, to read:

   17.13 NOTICES

   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 following addresses:

To Abacus:	To State:
April Szlaga	Bureau Chief
Abacus Service Corporation	Bureau of Public Health Statistics and Informatics
25925 Telegraph Road	Division of Public Health Services
Suite 206	Department of Health and Human Services
Southfield, MI 48033	29 Hazen Drive
Tel: (866)402-2228	Concord, NH 03301

10. Modify Part 3, Exhibit A – Amendment #1, Deliverables, by replacing in its entirety with Part 3, Exhibit A - Amendment #2, Deliverables, which is attached hereto and incorporated by reference herein.

11. Modify Part 3, Exhibit B – Amendment #1, Price and Payment Schedule, by replacing in its entirety with Part 3, Exhibit B - Amendment #2, Price and Payment Schedule, which is attached hereto and incorporated by reference herein.
12. Modify Exhibit K, DHHS Information Security Requirements (v4 04/04/18), by replacing in its entirety with Exhibit K, DHHS Information Security Requirements (v5 10/09/18), which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #2 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive 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

4/8/2020
Date

Lisa Morris
Director

Abacus Service Corporation

04/07/2020
Date

Name: April Szlaga
Title: Vice President

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

OFFICE OF THE ATTORNEY GENERAL

4/21/20
Date

Name:
Title:

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
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B – Amendment #2: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to

discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 **Operations**

Abacus shall perform general system administration including operational functions related to

the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 **Technical Support**

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1. Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3. Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement. The price quote shall be based upon the rates in Exhibit B – Amendment #2 Price and Payment Schedule. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing

new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services*.

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

1.8.4 Website

The Contractor shall ensure that if performance of services on behalf of DHHS involve using social media or a website to solicit information of individuals, or DHHS data, the Contractor shall work with the DHHS Communications Bureau to ensure that any website designed, created, or managed on behalf of DHHS meets all NH DoIT website requirements, and that any protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website, shall not be maintained, stored or captured shall not be further disclosed except as expressly provided in the contract. The solicitation or disclosure of any PHI, PI, or other confidential information shall be subject to the requirements in Exhibit K, Exhibit I, and all applicable state rules, or state or federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor/Vendor/Successful Applicant agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection.	Non-Software	July 2015
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology:		
	☑ Create quarterly maintenance work plan	Written	
	☑ Analysis & code development	Software	
	☑ Unit, integration, regression testing and test plans	Written	
	☑ Train Wisdom Technical Team	Non-Software	
	☑ User Acceptance Testing (UAT) Approval	Non-Software	
	☑ Deployment Plan	Written	
	☑ Production Deployment	Software	
	☑ Incident Management	Non-Software	
	☑ Documentation	Written	
	☑ Acceptance of Production Implementation	Written	
	☑ 90 Day Warranty Period	Software	
	☑ Acceptance of Enhancement(s)	Written	
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4.	**Year 1: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.		
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
9	Year 1: Content Manager		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	Year 1: Content Types (RStudio)		
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	Year 1: Slide Info		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
12	Year 1: Smart URLs		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	Year 1: Sharing Dashboards		
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	Year 1: Feedback		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
15	**Year 1: MyWISDOM**		
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software. Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
16	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
18	Year 1: Web Conferencing		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role .	Non-Software	Ongoing
19	Year 1: Optional Services		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	Year 2: Project Management		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016.
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
21	Year 2: Hosting Services		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016
22	Year 2: System Operations; Technical Support & Software Maintenance Services		
22.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 24.1.1 Emergency Module • 24.1.2 Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity).	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	PMA **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents. • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract.	Ongoing Ongoing	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	Year 3: Minor Enhancements		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Major Enhancements			
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 31.1.1 Data Source Module • 31.1.2 Custom (DIY) Health Dashboard Module • 31.1.3 Custom (DIY) Health Reports **PMA** • 31.1.4 PMA Phase II Deliverables - Part B **New Content Type** • 31.1.5 Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • 31.1.6 Transition for hosting, supporting, and maintaining WISDOM	Software	Per the Work Plan
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
33	Year 3: Web Conferencing		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 4			
34	Year 4: Project Management	Deliverable Type	Projected Delivery Date
34.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
34.2	Project Work Plan (including milestones)	Written	July 2018
34.3	Technical Architecture Review and Plan Development	Written	July 2018
34.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
35	Year 4: Hosting Services		
35.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
35.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
36	Year 4: System Operations, Technical Support & Software Maintenance Services		
36.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
36.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
36.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
36.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
37	**Year 4: Minor Enhancements**		
37.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
37.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
37.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
37.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
38	**Year 4: Content Management/Technology Assessment Analysis**		
38.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan
38.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis	
39	**Year 4: Technology Pilot based on Assessment**		
39.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan
39.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
40	**Year 4: Content Management Pilot based on Assessment**		
40.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan
40.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
41	Year 4: Technology Advancement Implementation based on approved pilots		
41.1	Abacus Integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan
41.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
42	Year 4: Home Page, Start Page and Search Redesign		
42.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan
42.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
42.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
43	Year 4: Performance Improvements allowing 25 simultaneous users and tools		
43.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan
43.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
43.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
44	Year 4: Social Media		
44.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan
44.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
44.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
45	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**		
45.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
45.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
45.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
46	**Year 4: APIs and Tableau/Qlik Data Connector Integration**		
46.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan
46.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
46.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
47	**Year 4: Data Request Portal & Project Tracking**		
47.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan
47.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
47.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Miscellaneous			
48	Year 4: System Security Audit Service		
48.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
48.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
48.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
49	Year 4: Jira Licenses		
49.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
50	Year 4: Web Conferencing		
50.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 5			
Ref #	**Activity, Deliverable, or Milestone**	**Deliverable Type**	**Projected Delivery Date**
51	Year 5: Project Management		
51.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
51.2	Project Work Plan (including milestones)	Written	July 2018
51.3	Technical Architecture Review and Plan Development	Written	July 2018
51.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
52	Year 5: Hosting Services		
52.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018

EXHIBIT A – AMENDMENT #2
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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
52.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
53	**Year 5: System Operations, Technical Support & Software Maintenance Services**		
53.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
53.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
53.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
53.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
54	**Year 5: Minor Enhancements**		
54.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
54.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
54.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
54.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
55	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**		
55.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
55.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
55.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
56	**Year 5: Dashboard Improvements**		
56.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan
56.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
56.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
57	**Year 5: Emergency Preparedness Dashboards**		
57.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan
57.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
57.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
58	**Year 5: Secure Dashboards/Reports for Internal Staff.**		
58.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan
58.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
58.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
59	**Year 5: Enhanced Auditing functionality**		
59.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
59.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
59.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
60	Year 5: Indicator Specification Initiation Tool Integration		
60.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan
60.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
60.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
61	Year 5: Query Tool for Granular Data		
61.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan
61.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
61.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
62	Year 5: Dashboard Rich Text maintained by business.		
62.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan
62.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
62.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
63	**Year 5: Program Health Reports**		
63.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan
63.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
63.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
64	**Year 5: Transition for hosting, supporting and maintaining WISDOM**		
64.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			
65	**Year 5: System Security Audit Service**		
65.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
65.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
65.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
66	**Year 5: Jira Licenses**		
66.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
67	**Year 5: Web Conferencing**		
67.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in	Non-Software	Ongoing

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• Record meetings (including video) • Share the presenter role		
Year 6			
1	**Year 6: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2020
1.2	Project Work Plan (including milestones)	Written	July 2020
1.3	Technical Architecture Review and Plan Development	Written	July 2020
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 6: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2020
3	**Year 6: System Operations, Technical Support & Software Maintenance Services**		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 6: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
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EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
5	**Year 6: Data Modeling, Visualizations, and Dashboards**		
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 6: Tableau Advanced Dashboards**		
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 6: Topic Group Overview Facts Dashboards**		
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 6: Transition for hosting, supporting and maintaining WISDOM**		
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			

EXHIBIT A – AMENDMENT #2
DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
9	**Year 6: System Security Audit Service**		
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
10	**Year 6: Web Conferencing**		
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

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EXHIBIT B – AMENDMENT #2
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract price limitation specified in Part I, Form P-37 General Provisions, Block 1.8 Price Limitation for the period between the Effective Date through the Contract Completion Date specified in Part I, Form P-37 General Provisions, Block 1.7. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	Year 1: Project Management				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$28,862
2	Year 1: Hosting Services				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500

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EXHIBIT B – AMENDMENT #2
PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$9,000	Not to exceed: $9,000
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	$10,000	$8,000 (80% payment)
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)

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4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	$33,200	$26,560 (80% payment)
Major Software Enhancements					
5	Year 1: Encryption				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan	$1,728	$346 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	$1,728	$1,382 (80% payment)
6	Year 1: Performance Management Application (PMA)				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	$10,368	$8,294 (80% payment)
7	Year 1: Community Profiles				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	$8,640	$6,912 (80% payment)
8	Year 1: Health Equity / Access & Utilization Modules				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization).	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	$13,824	$11,059 (80% payment)
9	Year 1: Content Manager				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	$14,182	$11,345 (80% payment)
10	Year 1: Content Types (RStudio)				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	$7,603	$6,082 (80% payment)
11	Year 1: Slide Info				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	$5,702	$4,562 (80% payment)
12	Year 1: Smart URLs				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140. (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	$5,702	$4,562 (80% payment)
13	Year 1: Sharing Dashboards				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	$7,603	$6,082 (80% payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	$7,603	$6,082 (80% payment)
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	$5,702	$4,562 (80% payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	Year 1: Contracts and Contractor Data Entry				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)
			Subtotal	$12,443	$9,954 (80% payment)
Miscellaneous					
17	Year 1: System Security Audit Service				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	$20,000	Not to exceed: $20,000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18	**Year 1: Web Conferencing**				
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	$700	$700
Year 1 – Optional Services					
19	Year 1: Optional Services				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1; • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan	$103,944	$103,944
			Subtotal	$103,944	Not to exceed: $103,944
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560		YEAR 1 TOTAL	$277,944	Not to exceed: $277,944

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Major Enhancements (80%) $80,878 Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944				
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$27,260
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	$10,000	$10,000
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	$11,000	$8,800 (80% payment)
23	Year 2: Minor Enhancements				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	$34,600	$27,680 (80% payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Major Software Enhancements (Year 2)					
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 24.1.1 Emergency Module • 24.1.2 Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** 24.1.3 PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** 24.1.4 Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancements (24.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** 24.1.5 Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** 24.1.6 Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** 24.1.7 Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	$13,000	Not to exceed: $13,000
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	$700	$700
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		YEAR 2 TOTAL	$160,000	Not to exceed: $160,000
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
27.3	Technical Architecture Review and Plan Development	Written	July 2017	Included	
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$26,860
28	Year 3: Hosting Services				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	$12,000	$12,000
29	Year 3: System Operations, Technical Support & Software Maintenance Services				
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1	$11,000	EOQ1: $2,200 (20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	$11,000	$8,800 (80% payment)
30	Year 3: Minor Enhancements				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	$34,600	$27,680 (80% payment)
Major Software Enhancements (Year 3)					
31	Year 3: Pooled Funding Enhancements and Transition Services				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 31.1.1 Data Source Module • 31.1.2 Custom (DIY) Health Dashboard Module • 31.1.3 Custom (DIY) Health Reports **PMA** • 31.1.4 PMA Phase II Deliverables - Part B **New Content Type** • 31.1.5 Introduce new content type (e.g. Exaptive, Cognos Upgrade)	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancements (31.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Transition Services • 31.1.6 Transition for hosting, supporting, and maintaining WISDOM				
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	$88,700	$70,960 (80% payment)
Miscellaneous (Year 3)					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	$13,000	$13,000
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$700	$700
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		YEAR 3 TOTAL	$160,000	Not to exceed: $160,000
	Years 1-3 Grand Total (Not To Exceed)		Grand Total		Not to exceed: $597,944
Year 4					
1	Year 4: Project Management				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
1.2	Project Work Plan (including milestones)	Written	July 2018	Included	$39,000 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$39,000
2	Year 4: Hosting Services				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
2.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	$12,000	Not to exceed: $12,000
3	Year 4: System Operations, Technical Support & Software Maintenance Services				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	$34,000	$27,200 (80% payment)
4	Year 4: Minor Enhancements				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	$40,000	$32,000 (80% payment)
Major Software Enhancements					
5	Year 4: Content Management/Technology Assessment Analysis				
5.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan	$5,000	$1000 (20% Payment)
5.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis			$3000 (60% Payment)
			Subtotal	$5,000	$4,000 (80% payment)
6	Year 4: Technology Pilot based on Assessment				
6.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
6.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$10,000	$8,000 (80% payment)
7	Year 4: Content Management Pilot based on Assessment				
7.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
7.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)
			Subtotal	$10,000	$8,000 (80% payment)
8	Year 4: Technology Advancement Implementation based on approved pilots				
8.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
9	Year 4: Home Page, Start Page and Search Redesign				
9.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
9.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
10	Year 4: Performance Improvements allowing 25 simultaneous users and tools				
10.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	$10,000	$8,000 (80% payment)
11	Year 4: Social Media				
11.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan	$13,000	$2,600 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,900 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,900 (30% Payment)
			Subtotal	$13,000	$10,400 (80% payment)
12	Year 4: Open Development Model, Dashboards, Xaps and Visualizations				
12.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$20,000	$4,000 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$6,000 (30% Payment)
			Subtotal	$20,000	$16,000 (80% payment).
13	Year 4: APIs and Tableau/Qlik Data Connector Integration				
13.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors.	Software	Per the Work Plan	$8,000	$1,600 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,400 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,400 (30% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$8,000	$6,400 (80% payment)
14	Year 4: Data Request Portal & Project Tracking				
14.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
Miscellaneous					
15	Year 4: System Security Audit Service				
15.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
15.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
15.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	$12,000	Not to exceed: $12,000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 4: Jira Licenses**				
16.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
17	**Year 4: Web Conferencing**				
17.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 4 Total Hosting $12,000 Work Plan (20%) $39,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $96,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1000 $220,000		**YEAR 4 TOTAL**	**$220,000**	**Not to exceed: $220,000**
Year 5					
18	**Year 5: Project Management**				
18.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18.2	Project Work Plan (including milestones)	Written	July 2018	Included	$37,000 (20% Payment Excludes Hosting & Web Conferencing)
18.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
18.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		$37,000
19	Year 5: Hosting Services				
19.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM: • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8,000
19.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	$12,000	Not to exceed: $12,000
20	Year 5: System Operations, Technical Support & Software Maintenance Services				
20.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
20.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
20.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
20.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	$34,000	$27,200 (80% payment)
21	Year 5: Minor Enhancements				
21.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
21.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)
21.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
21.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	$40,000	$32,000 (80% payment)
Major Software Enhancements					
22	Year 5: Open Development Model, Dashboards, Xaps and Visualizations				
22.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$25,000	$5,000 (20% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$7,500 (30% Payment)
22.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$7,500 (30% Payment)
			Subtotal	$25,000	$20,000 (80% payment)
23	Year 5: Dashboard Improvements				
23.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
23.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
23.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	$5,000	$4,000 (80% payment)
24	Year 5: Emergency Preparedness Dashboards				
24.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
25	Year 5: Secure Dashboards/Reports for Internal Staff				
25.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan	$11,200	$2,240 (20% Payment)
25.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,360 (30% Payment)
25.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,360 (30% Payment)
			Subtotal	$11,200	$8,960 (80% payment)
26	Year 5: Enhanced Auditing functionality				
26.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
26.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
26.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$10,000	$8,000 (80% payment)
27	Year 5: Indicator Specification Initiation Tool Integration				
27.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
27.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
27.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	$5,000	$4,000 (80% payment)
28	Year 5: Query Tool for Granular Data				
28.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan	$14,800	$2,960 (20% Payment)
28.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,440 (30% Payment)
28.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,440 (30% Payment)
			Subtotal	$14,800	$11,840 (80% payment)
29	Year 5: Dashboard Rich Text maintained by business.				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
29.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
29.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
29.3	Ninety (90) day Warranty Period from the Initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	$10,000	$8,000 (80% payment)
30	Year 5: Program Health Reports				
30.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
30.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
30.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	$15,000	$12,000 (80% payment)
31	Year 5: Transition for hosting, supporting and maintaining WISDOM				
31.1	Thirty (30) day Warranty Period from the Initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$10,000	$10,000 (100% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$10,000	$10,000 (100% payment)
Miscellaneous					
32	Year 5: System Security Audit Service				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	$12,000	Not to exceed: $12,000
33	Year 5: Jira Licenses				
33.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	$0	$0
34	Year 5: Web Conferencing				
34.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	$1000	$1000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone		Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Year 5 Total			YEAR 5 TOTAL	$220,000	Not to exceed: $220,000
	Hosting	$12,000				
	Work Plan (20%)	$37,000				
	Support Maintenance (80%)	$27,200				
	Minor Enhancements (80%)	$32,000				
	Major Enhancements (80%)	$98,800				
	Security Audit Service	$12,000				
	JIRA Licensing	$0				
	Web Conferencing	$1,000				
		$220,000				
Year 6						
1	Year 6: Project Management					
1.1	Conduct Project Kickoff Meeting		Non-Software	July 2020	Included	
1.2	Project Work Plan (including milestones)		Written	July 2020	Included	$21,200 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development		Written	July 2020	Included	
1.4	Status Reports/Meetings and Updates to Work Plan		Written	Weekly	Included	
				Subtotal		$21,200
2	Year 6: Hosting Services					
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection		Non-Software	July 2020	$8,000	$8, 000
				Subtotal	$8,000	Not to exceed: $8,000
3	Year 6: System Operations, Technical Support & Software Maintenance Services					

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CONTRACT 2015-079 – PART 3
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PRICE AND PAYMENT SCHEDULE

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$15,000	EOQ1: $3,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $3,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $3,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $3,000 (20% payments)
			Subtotal	$15,000	$12,000 (80% payment)
4	Year 6: Minor Enhancements:				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $9,500 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $9,500 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $9,500 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $9,500 (20% payments)
			Subtotal	$47,500	$38,000

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
Major Software Enhancements					
5	Year 6: Data Modeling, Visualizations, and Dashboards				
5.1	Abacus shall provide Tableau development services for data modeling, visualization and dashboard integration into the WISDOM application.	Software	Per the Work Plan	$11,500	$2,300 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,450 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,450 (30% Payment)
			Subtotal	$11,500	$9,200 (80% payment)
6	Year 6: Tableau Advanced Dashboards				
6.1	Abacus shall provide Tableau advanced analysis mobile and desktop integrated dashboards across all indicators.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
6.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
6.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	$16,000	$12,800 (80% payment)
7	Year 6: Topic Group Overview Facts Dashboards				

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
7.1	Abacus shall provide topic group state indicator and facts overview dashboards.	Software	Per the Work Plan	$16,000	$3,200 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,800 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,800 (30% Payment)
			Subtotal	$16,000	$12,800 (80% payment)
8	Year 6: Transition for hosting, supporting and maintaining WISDOM				
8.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$11,500	$11,500 (100% Payment)
			Subtotal	$11,500	$11,500 (100% payment)
Miscellaneous					
9	Year 6: System Security Audit Service				
9.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$3,000	$3,000
9.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
9.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	$6,000	Not to exceed: $6,000
10	Year 6: Web Conferencing				
10.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing	Non-Software	Ongoing	$500	$500

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• VoIP or phone call-in • Record meetings (including video) • Share the presenter role				
			Subtotal	$500	$500
	Year 6 Total Hosting $8,000 Work Plan (20%) $21,200 Support Maintenance (80%) $12,000 Minor Enhancements (80%) $38,000 Major Enhancements (80%) $46,300 Security Audit Service $6,000 Web Conferencing $500 $132,000		YEAR 6 TOTAL	$132,000	Not to exceed: $132,000

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
MoxieManager	Paid	1	Included for contract duration
Highcharts	Paid	1	Included for contract duration
Tableau	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration
Google Web Toolkit (GWT)	Open Source	1	Included for contract duration

D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira (Abacus Development)	Paid	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Jira (Data Requests/API)	User License	1	Included for contract duration
License Total			$0

Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

2. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the Contract Price Limitation identified in Part I, General Provisions, Block 1.8 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus in the performance hereof.

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

3. INVOICING

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

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

Invoices shall be sent to:

Bureau Chief
Bureau of Public Health Statistics and Informatics
Division of Public Health Services
NH Department of Health and Human Services
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation
25925 Telegraph Road, Suite 206
Southfield, MI 48033

5. OVERPAYMENTS TO ABACUS

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

6. CREDITS

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

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

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

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

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

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

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.).

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

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.

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

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

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF PUBLIC HEALTH SERVICES

Jeffrey A. Meyers
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

May 31, 2018

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, Division of Public Health Services, to **retroactively** exercise a renewal option and amend an existing **sole source** agreement with Abacus Service Corporation, Vendor #223048, 35055 West Twelve Mile Road, Suite 215, Farmington Hills, MI, 48331, to provide operations, maintenance and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), by increasing the price limitation by $440,000 from $597,944 to $1,037,944 and extending the completion date from June 30, 2018 to June 30, 2020, effective retroactive to June 30, 2018, upon Governor and Executive Council approval. This agreement was originally approved by the Governor and Executive Council on June 24, 2015 (Item #53). 45% Federal Funds, 55% General Funds.

Funds are available in the following account(s) for State Fiscal Year (SFY) 2019, and are anticipated to be available in SFY 2020, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between state fiscal years through the Budget Office if needed and justified, without further approval from Governor and Executive Council.

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2015	102-500731	Contracts for Program Services	90000005	$77,444
			Sub-Total	*$77,444*

05-95-90-902015190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2015	102-500731	Contracts for Program Services	90000005	$40,500
			Sub-Total	*$40,500*

05-95-90-900510-52620000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2016	102-500731	Contracts for Program Services	90000005	$100,000
2017	102-500731	Contracts for Program Services	90000005	$100,000
2018	102-500731	Contracts for Program Services	90000005	$100,000
2019	102-500731	Contracts for Prog Svc	90000005	$100,000
2020	102-500731	Contracts for Prog Svc	90000005	$100,000
			Sub-Total	$500,000

05-03-03-030010-76950000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: INFORMATION TECHNOLOGY FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2016	038-500177	Technology-Software	03900083	$60,000
2017	038-500177	Technology-Software	03900083	$60,000
2018	038-500177	Technology-Software	03900083	$60,000
2019	038-500177	Technology-Software	03900083	$120,000
2020	038-500177	Technology-Software	03900083	$120,000
			Sub-Total	*$420,000*
			Contract Total	$1,037,944

EXPLANATION

This original agreement is sole source because Abacus Service Corporation has unique qualifications and expertise with the WISDOM data portal. The Vendor's previous experience with the Department of Information Technology under the State's master Contract for Advance Temporary Technical Services and their existing work building and maintaining the WISDOM application makes this contractor solely qualified for providing operations, maintenance and development of the WISDOM system.

This request is **retroactive** because the Department did not have the fully executed contract documents in time to meet the deadline for the June 20, 2018 Governor and Executive Council meeting.

The purpose of this renewal is to continue hosting, operations, maintenance and development services provided by the Vendor. The Vendor will be responsible for the continued management and administration of the hosting environment, as well as software enhancements specified within the amended contract. Funds in this agreement will be used to extend the existing contract with Abacus by two (2) years.

The WISDOM data portal is an ongoing Division of Public Health Service project designed to improve access to public health statistics by public health networks, researchers and policymakers. WISDOM offers free, on demand access to non-confidential health statistics to the public, public health partners, and to staff within the department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format. This information is in turn used to determine the need for, and measure the success of, interventions designed to improve overall population health to improve quality of life as well as helping to control health care costs.

Prior to the release of WISDOM, access to the population health data was fragmented and required the use of multiple data sources, many of which had limited or incomplete information. This created a need for an application that provides easy access to integrated data sources that provide a 360 degree picture of the population's health, including the role Department programs play to measure and improve it. As an automated data system, WISDOM can be expected to meet ever-increasing requests for health data, quickly and efficiently, while reducing staff time spent on manual data requests.

The web-based application currently hosts aggregated data and visualizations for over twenty data sets, including New Hampshire Hospital Discharge Data, New Hampshire State Cancer Registry, New Hampshire Childhood Blood Lead Level Testing, Pregnancy Risk Assessment Monitoring System (PRAMS), New Hampshire Vital Records and Behavior Risk Factor Surveillance Survey. Additional datasets and data updates are regularly and continually added and maintained.

The use of data provided in WISDOM for guiding public health actions, such as decision making and policy development can benefit the state of New Hampshire by improving public health outcomes and helping reduce health care costs. In turn, these actions may lead to healthier communities throughout the state. WISDOM helps achieve these benefits by sharing the data publically in a statistically aggregated easy-to-use visual format. Public Health Networks use WISDOM in the development of their Community Health Assessments (CHA) and Community Health Improvement Plans (CHIP) to identify target populations in need of program resources.

WISDOM plays a central role in the Division of Public Health Services ability to be accredited by the Public Health Accreditation Board. The WISDOM data portal is fundamental to delivering Essential Public Health Services specifically, conducting and disseminating assessments focused on population health statistics and public health issues facing the community. Analysis comparing other similar sociogeographic areas and/or sociodemographic groups for the same population gathered overtime establishes trends, which allow informed decisions to be made. The Department must provide summaries or fact sheets that condense public health data. Data summaries may address a combination of public health issues or may focus on a particular health issue regarding the population served. WISDOM will be integral in providing analyses.

WISDOM is assisting agencies to meet New Hampshire legislative directives including:

- House Bill 511, Establishing a commission to study environmentally-triggered chronic illness.
- House Bill 1356, Allowing the Department of Environmental Services (DES) and the Department of Health and Human Services (DHHS) to create a method by which the departments will be able to share certain health outcome and environmental data.

WISDOM provides easy access to integrated data sources offering a 360 degree picture of NH population's health. The data is focused on several hundred health indicators that are critical for improving the health of NH residents. Additional priority areas focus on improving health equity disparities, minimizing environmental exposures and targeting key social determinants of health outcomes. New health indicators and measures are continually added to meet the needs of public health and our health partners allowing them to focus their resources in cost-effective way.

Notwithstanding any other provision of the Contract to the contrary, no services shall be provided after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennium.

The following performance measures/objectives will be used to measure the effectiveness of the agreement:

- Abacus shall ensure the WISDOM data portal is available 24/7 with 95% uptime availability.
- Abacus shall provide email/telephone support to the State, with issue tracking during regular business hours (8 a.m. to 5 p.m. ET, Monday through Friday) with an email/telephone response within two (2) hours of request.
- Abacus shall meet deliverable timelines and expectations on meeting new WISDOM product capabilities and data modules, including access to smaller area data, improved visualizations and performance, social media sharing of data visualizations, exposed data services for use with other sites and tools, and tracking status of custom manual data requests.

- Abacus, through improved functionality, shall increase WISDOM usage by 10% to fulfill routine data requests.
- Abacus will expand WISDOM by providing an open development environment enabling targeted data integration using publicly available aggregated data.

Should the Governor and Executive Council not authorize this request, the Department will need to find an alternate solution to host and support the WISDOM. The site would not be available until the alternative solution is determined, jeopardizing the success of various public health programs and initiatives. Manual data requests, which typically can take up to 90 days to complete, will be required to fulfill user needs. The Environmental Public Health Tracking Program's data portal, which is hosted on WISDOM, is a key grant deliverable for their program. The Tracking Program will be at risk of losing grant funding without a hosted data portal solution.

Area served: Statewide.

Source of Funds: 45% Federal Funds from the US Center for Disease Control Prevention (CDC), Preventative Health and Health Services Block Grant, CFDA# 93.758, FAIN NB01OT009141, 55% General Funds.

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

Respectfully submitted,

Lisa Morris, MSSW
Director

Approved by
Jeffrey A. Meyers
Commissioner

State of New Hampshire
Department of Health and Human Services
Amendment #1 to the
WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services

This 1st Amendment to the WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services contract (hereinafter referred to as "Amendment One") dated this 5th day of April, 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Abacus Services Corporation, (hereinafter referred to as "the Contractor"), a corporation with a place of business at 35055 W 12 Mile Rd, Suite 215, Farmington Hills, MI 48331.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 24, 2015, ITEM #53, 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, the State and the Contractor have agreed to make changes to the scope of work, payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to the General Provisions, Paragraph 18, and Contract 2015-079 – Part 3, Exhibit C, Special Provisions, Paragraph 2. Extension the State may modify the scope of work and the payment schedule of the contract by written agreement of the parties and approval of the Governor and Executive Council;

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, and 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. Amend Form P-37, Block 1.7, to read June 30, 2020.
2. Amend Form P-37, Block 1.8, to increase Price Limitation by $440,000 from $597,944 to read: $1,037,944
3. Amend Form P-37, Block 1.9, to read E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Amend Form P-37, Block 1.10 to read 603-271-9330.
5. Delete and Replace Contract 2015-079-Part 3, Exhibit A Price and Payment Schedule with Contract 2015-079 – Part 3, Exhibit A – Amendment #1
6. Delete and Replace Contract 2015-079-Part 3, Exhibit B Price and Payment Schedule with Contract 2015-079 – Part 3, Exhibit B – Amendment #1
7. Add Exhibit K, DHHS Information Security Requirements

This amendment shall be effective upon the date of Governor and Executive 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

6/7/18
Date

Name: LISA MORRIS
Title: DIRECTOR, DPHS

CONTRACTOR NAME
Abacus Service Corporation

6/5/18
Date

Name: April Szlaga
Title: Operations Director

Acknowledgement of Contractor's signature:

State of Michigan, County of Oakland on 6/5/18, before the undersigned officer, personally appeared the person identified directly above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Alanna Erving, Accounting & HR Manager
Name and Title of Notary or Justice of the Peace

My Commission Expires: 12-21-24

ALANNA ERVING
Notary Public - Michigan
Oakland County
My Comm. Expires 12-21-24

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

OFFICE OF THE ATTORNEY GENERAL

6/11/18
Date

Name: Megan A. Yaple
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
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT A
DELIVERABLES

1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 Operations

Abacus shall perform general system administration including operational functions related to

the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 Technical Support

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1 Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3 Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement.

The price quote shall be based upon the rates in Table 3: Hourly Development Costs within Exhibit B. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services.*

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a

complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

1.8.4 Website

The Contractor shall ensure that if performance of services on behalf of DHHS involve using social media or a website to solicit information of individuals, or DHHS data, the Contractor shall work with the DHHS Communications Bureau to ensure that any website designed, created, or managed on behalf of DHHS meets all NH DoIT website requirements, and that any protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website, shall not be maintained, stored or captured shall not be further disclosed except as expressly provided in the contract. The solicitation or disclosure of any PHI, PI, or other confidential information shall be subject to the requirements in Exhibit K, Exhibit I, and all applicable state rules, or state or federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor/Vendor/Successful Applicant agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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DELIVERABLES

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 1: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
9	**Year 1: Content Manager**		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	**Year 1: Content Types (RStudio)**		
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	**Year 1: Slide Info**		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

STATE OF NEW HAMPSHIRE
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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
12	**Year 1: Smart URLs**		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	**Year 1: Sharing Dashboards**		
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	**Year 1: Feedback**		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
15	**Year 1: MyWISDOM**		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
16	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
18	**Year 1: Web Conferencing**		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos,	Non-Software	Ongoing

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role		
19	**Year 1: Optional Services**		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	**Year 2: Project Management**		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
21	**Year 2: Hosting Services**		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM.	Non-Software	July 2016

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	• UAT and Production • Application and Database • Dedicated private network database connection • RStudio		
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**		
22.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables	Software	Per the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours	Non-Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	associated with System Audit Service. (Technical Consulting Services)		
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development	Ongoing Ongoing Written	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	☑ Unit, Integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	**Year 3: Minor Enhancements**		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4
Major Enhancements			
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the	Software	Per the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM		
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
33	**Year 3: Web Conferencing**		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 4			
34	**Year 4: Project Management**	**Deliverable Type**	**Projected Delivery Date**
34.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
34.2	Project Work Plan (including milestones)	Written	July 2018
34.3	Technical Architecture Review and Plan Development	Written	July 2018
34.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
35	**Year 4: Hosting Services**		
35.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
35.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
36	**Year 4: System Operations, Technical Support & Software Maintenance Services**		
36.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
36.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
36.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
36.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
37	**Year 4: Minor Enhancements**		
37.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
37.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
37.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
37.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
38	**Year 4: Content Management/Technology Assessment Analysis**		
38.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan
38.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis	
39	**Year 4: Technology Pilot based on Assessment**		
39.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan
39.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
40	**Year 4: Content Management Pilot based on Assessment**		
40.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan
40.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41	**Year 4: Technology Advancement Implementation based on approved pilots**		
41.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan
41.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
41.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
42	**Year 4: Home Page, Start Page and Search Redesign**		
42.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan
42.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
42.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
43	**Year 4: Performance Improvements allowing 25 simultaneous users and tools**		
43.1	Abacus shall perform capacity and longevity testing, recommending performance improvements and integrate the improvements across WISDOM with a focus on all default dashboards loading in 5 seconds.	Software	Per the Work Plan
43.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
43.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
44	**Year 4: Social Media**		
44.1	Abacus shall integrate social media and the ability to capture the visualizations for use in the social media sites.	Software	Per the Work Plan
44.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
44.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
45	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**		
45.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
45.2	The Production Implementation Accepted by the	Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Deployment	
45.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
46	**Year 4: APIs and Tableau/Qlik Data Connector Integration**		
46.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors.	Software	Per the Work Plan
46.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
46.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
47	**Year 4: Data Request Portal & Project Tracking**		
47.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan
47.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
47.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
48	**Year 4: System Security Audit Service**		
48.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
48.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
48.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
49	**Year 4: Jira Licenses**		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
49.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
50	**Year 4: Web Conferencing**		
50.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

Year 5

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
51	**Year 5: Project Management**		
51.1	Conduct Project Kickoff Meeting	Non-Software	July 2018
51.2	Project Work Plan (including milestones)	Written	July 2018
51.3	Technical Architecture Review and Plan Development	Written	July 2018
51.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
52	**Year 5: Hosting Services**		
52.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018
52.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018
53	**Year 5: System Operations, Technical Support & Software Maintenance Services**		
53.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
53.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services	Software	Q2

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	as specified in the Contract.		
53.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
53.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
54	**Year 5: Minor Enhancements**		
54.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
54.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
54.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
54.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Software Enhancements			
55	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**		
55.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan
55.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
55.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
56	**Year 5: Dashboard Improvements**		
56.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan
56.2	The Production Implementation Accepted by the	Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Deployment	
56.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
57	**Year 5: Emergency Preparedness Dashboards**		
57.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan
57.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
57.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
58	**Year 5: Secure Dashboards/Reports for Internal Staff**		
58.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan
58.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
58.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
59	**Year 5: Enhanced Auditing functionality**		
59.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan
59.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
59.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
60	**Year 5: Indicator Specification Initiation Tool Integration**		
60.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the	Software	Per the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.		
60.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
60.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
61	**Year 5: Query Tool for Granular Data**		
61.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan
61.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
61.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
62	**Year 5: Dashboard Rich Text maintained by business.**		
62.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan
62.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
62.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
63	**Year 5: Program Health Reports**		
63.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan
63.2	The Production Implementation Accepted by the	Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Deployment	
63.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
64	**Year 5: Transition for hosting, supporting and maintaining WISDOM**		
64.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan
Miscellaneous			
65	**Year 5: System Security Audit Service**		
65.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
65.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
65.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
66	**Year 5: Jira Licenses**		
66.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing
67	**Year 5: Web Conferencing**		
67.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT B – AMENDMENT #1
PRICE AND PAYMENT SCHEDULE

1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract value of $1,037,944 for the period between the Effective Date through June 30, 2020. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	**Year 1: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$28,862**
2	**Year 1: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	$9,000	Not to exceed: $9,000
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	$10,000	$8,000 (80% payment)
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	**$33,200**	**$26,560 (80% payment)**
Major Software Enhancements					
5	**Year 1: Encryption**				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan	$1,728	$346 (20% Payment)
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	**$1,728**	**$1,382 (80% payment)**
6	**Year 1: Performance Management Application (PMA)**				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
6.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	**$10,368**	**$8,294 (80% payment)**
7	**Year 1: Community Profiles**				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	**$8,640**	**$6,912 (80% payment)**
8	**Year 1: Health Equity / Access & Utilization Modules**				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2.	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	**$13,824**	**$11,059 (80% payment)**
9	**Year 1: Content Manager**				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	**$14,182**	**$11,345 (80% payment)**
10	**Year 1: Content Types (RStudio)**				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
11	**Year 1: Slide Info**				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
12	**Year 1: Smart URLs**				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
13	**Year 1: Sharing Dashboards**				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**

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14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**

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16	**Year 1: Contracts and Contractor Data Entry**				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)
			Subtotal	**$12,443**	**$9,954 (80% payment)**
Miscellaneous					
17	**Year 1: System Security Audit Service**				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$20,000**	Not to exceed: **$20,000**
18	**Year 1: Web Conferencing**				

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
Year 1 – Optional Services					
19	**Year 1: Optional Services**				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.	Software	In accordance with the Work Plan	$103,944	$103,944
			Subtotal	**$103,944**	**Not to exceed: $103,944**
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560 Major Enhancements (80%) $80,878		**YEAR 1 TOTAL**	**$277,944**	**Not to exceed $277,944**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944				
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$27,260**
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	**$10,000**	**$10,000**
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
23	**Year 2: Minor Enhancements**				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Major Software Enhancements (Year 2)					
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules, and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancement's (24.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
25.3	Abacus shall correct security flaws found during	Software		$0	

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	the System Audit Service at no cost to the State.				
			Subtotal	**$13,000**	Not to exceed **$13,000**
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		YEAR 2 TOTAL	$160,000	Not to exceed $160,000
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)
27.3	Technical Architecture Review and Plan	Written	July 2017	Included	

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Development				
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$26,860**
28	**Year 3: Hosting Services**				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	**$12,000**	**$12,000**
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**				
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1	$11,000	EOQ1: $2,200 (20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
30	**Year 3: Minor Enhancements**				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
Major Software Enhancements (Year 3)					
31	**Year 3: Pooled Funding Enhancements and Transition Services**				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services**	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancement's (31.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• **31.1.6** Transition for hosting, supporting, and maintaining WISDOM				
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	**$88,700**	**$70,960 (80% payment)**
Miscellaneous (Year 3)					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	**$13,000**
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$700**	**$700**
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		YEAR 3 TOTAL	$160,000	Not to exceed $160,000
	Years 1-3 Grand Total (Not To Exceed)		**Grand Total**		Not to exceed: $597,944
Year 4					
1	**Year 4: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
1.2	Project Work Plan (including milestones)	Written	July 2018	Included	$39,000 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$39,000**
2	**Year 4: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database	Non-Software	July 2018	$8,000	$8,000

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	connection				
2.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	Not to exceed: **$12,000**
3	**Year 4: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
4	**Year 4: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
5	**Year 4: Content Management/Technology Assessment Analysis**				
5.1	Abacus performs an analysis on web content management applications and HTML5 technologies to modernize WISDOM.	Documented Analysis	Per the Work Plan	$5,000	$1000 (20% Payment)
5.2	The Technology Assessment Analysis Document Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Documented Analysis			$3000 (60% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
6	**Year 4: Technology Pilot based on Assessment**				
6.1	Abacus will pilot the recommended and State approved HTML5 technology advancements based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
6.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$10,000**	**$8,000 (80% payment)**
7	**Year 4: Content Management Pilot based on Assessment**				
7.1	Abacus will pilot the recommended and State approved Content Management application based on the Technology Analysis Assessment.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
7.2	The Pilot Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (60% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
8	**Year 4: Technology Advancement Implementation based on approved pilots**				
8.1	Abacus integrates the Technology Advancement Implementation based on the HTML5 and Content Management pilots.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
9	**Year 4: Home Page, Start Page and Search Redesign**				
9.1	Abacus redesigns and integrates home page, start page, and search.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,900 (30% Payment)
			Subtotal	**$13,000**	**$10,400 (80% payment)**
12	**Year 4: Open Development Model, Dashboards, Xaps and Visualizations**				
12.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$20,000	$4,000 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$6,000 (30% Payment)
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$6,000 (30% Payment)
			Subtotal	**$20,000**	**$16,000 (80% payment)**
13	**Year 4: APIs and Tableau/Qlik Data Connector Integration**				
13.1	Abacus shall provide a user interface for generating REST API requests and for use in Tableau and QLIK Data Connectors,	Software	Per the Work Plan	$8,000	$1,600 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,400 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,400 (30% Payment)

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$8,000**	**$6,400 (80% payment)**
14	**Year 4: Data Request Portal & Project Tracking**				
14.1	Abacus shall integrate into WISDOM a Data Request Portal for all WISDOM named users. API integration is required between WISDOM and JIRA to allow WISDOM users to track their requests and for new requests to automatically add into JIRA. Abacus will create JIRA workflow(s) with variations needed based on the request type and data source.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
Miscellaneous					
15	**Year 4: System Security Audit Service**				
15.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
15.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
15.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed: **$12,000**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
16	**Year 4: Jira Licenses**				
16.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
17	**Year 4: Web Conferencing**				
17.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 4 Total Hosting $12,000 Work Plan (20%) $39,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $96,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1000 $220,000		**YEAR 4 TOTAL**	**$220,000**	**Not to exceed: $220,000**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 5					
18	**Year 5: Project Management**				
18.1	Conduct Project Kickoff Meeting	Non-Software	July 2018	Included	
18.2	Project Work Plan (including milestones)	Written	July 2018	Included	$37,000 (20% Payment Excludes Hosting & Web Conferencing)
18.3	Technical Architecture Review and Plan Development	Written	July 2018	Included	
18.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$37,000**
19	**Year 5: Hosting Services**				
19.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2018	$8,000	$8, 000
19.2	Abacus shall provide hosting for the R server and the associated database aligned with the Exaptive application (https://exaptive.city).	Non-Software	July 2018	$4,000	$4,000
			Subtotal	**$12,000**	**Not to exceed $12,000**
20	**Year 5: System Operations, Technical Support & Software Maintenance Services**				
20.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$34,000	EOQ1: $6,800 (20% payments)
20.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $6,800 (20% payments)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
20.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $6,800 (20% payments)
20.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $6,800 (20% payments)
			Subtotal	**$34,000**	**$27,200 (80% payment)**
21	**Year 5: Minor Enhancements**				
21.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$40,000	EOQ1: $8,000 (20% payments)
21.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $8,000 (20% payments)
21.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $8,000 (20% payments)
21.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $8,000 (20% payments)
			Subtotal	**$40,000**	**$32,000 (80% payment)**
Major Software Enhancements					
22	**Year 5: Open Development Model, Dashboards, Xaps and Visualizations**				
22.1	Abacus shall provide support services for the open development model, and make use of the model for new visualizations, xaps, dashboards (e.g. Community Health Assessment, Community Profiles) and custom MyWISDOM functionality.	Software	Per the Work Plan	$25,000	$5,000 (20% Payment)

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$7,500 (30% Payment)
22.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$7,500 (30% Payment)
			Subtotal	**$25,000**	**$20,000 (80% payment)**
23	**Year 5: Dashboard Improvements**				
23.1	Abacus shall provide dashboard improvements including rich text integrated into each dashboard section header. The improvements include adding notifications on dashboards and reports slides indicating new data years and reports.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
23.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
23.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
24	**Year 5: Emergency Preparedness Dashboards**				
24.1	Abacus shall provide new Emergency Preparedness Dashboards and reports.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
25	**Year 5: Secure Dashboards/Reports for Internal Staff**				
25.1	Abacus integrates the secure dashboards and reports for targeted internal staff.	Software	Per the Work Plan	$11,200	$2,240 (20% Payment)
25.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,360 (30% Payment)
25.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,360 (30% Payment)
			Subtotal	**$11,200**	**$8,960 (80% payment)**
26	**Year 5: Enhanced Auditing functionality**				
26.1	Abacus will enhance auditing functionality for feature usage and user workflow both within WISDOM and the associated Exaptive reports.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
26.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,000 (30% Payment)
26.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
27	**Year 5: Indicator Specification Initiation Tool Integration**				

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
27.1	Abacus shall provide DPHS programs the ability to add/change Indicators, specifically targeting the Indicator Specification Initiation Tool (IS-IT). Automatic refresh of the Elastic Search cache when Indicators are updated.	Software	Per the Work Plan	$5,000	$1,000 (20% Payment)
27.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,500 (30% Payment)
27.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,500 (30% Payment)
			Subtotal	**$5,000**	**$4,000 (80% payment)**
28	**Year 5: Query Tool for Granular Data**				
28.1	Abacus shall build a Query Tool for Granular Data. User security and parameters by the user and role are impacted by the tool.	Software	Per the Work Plan	$14,800	$2,960 (20% Payment)
28.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,440 (30% Payment)
28.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,440 (30% Payment)
			Subtotal	**$14,800**	**$11,840 (80% payment)**
29	**Year 5: Dashboard Rich Text maintained by business.**				
29.1	Abacus shall provide targeted roles allowing business users to maintain their messaging on dashboards and topic groups. Any changes made will trigger an approval by the WISDOM admins prior to the change going live.	Software	Per the Work Plan	$10,000	$2,000 (20% Payment)
29.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before	Software Deployment			$3,000 (30% Payment)

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	approval will be granted.				
29.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,000 (30% Payment)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
30	**Year 5: Program Health Reports**				
30.1	Abacus shall provide the ability for programs to produce rich text, combined with data charts to build health reports on their targeted areas. The reports should be accessible by the public, and also saved documents that can be used as an attachment to a grant.	Software	Per the Work Plan	$15,000	$3,000 (20% Payment)
30.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,500 (30% Payment)
30.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,500 (30% Payment)
			Subtotal	**$15,000**	**$12,000 (80% payment)**
31	**Year 5: Transition for hosting, supporting and maintaining WISDOM**				
31.1	Thirty (30) day Warranty Period from the initial State's Acceptance of WISDOM successful transfer to a new vendor.	Software Maintenance	Per the Work Plan	$10,000	$10,000 (100% Payment)
			Subtotal	**$10,000**	**$10,000 (100% payment)**
Miscellaneous					
32	**Year 5: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$9,000	$9,000
32.2	Abacus shall provide technical service hours associated with System Audit Service.	Non-Software		$3,000	$3,000

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	(Technical Consulting Services)				
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$12,000**	Not to exceed $12,000
33	**Year 5: Jira Licenses**				
33.1	The State shall provide 9 named user Jira licenses for the internal staff and 1 named user license for a single Abacus staff member for creating workflows and integrating APIs.	Non-Software	Ongoing	$0	$0
			Subtotal	**$0**	**$0**
34	**Year 5: Web Conferencing**				
34.1	Abacus shall provide web conferencing capabilities for the WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$1000	$1000
			Subtotal	**$1000**	**$1000**
	Year 5 Total Hosting $12,000 Work Plan (20%) $37,000 Support Maintenance (80%) $27,200 Minor Enhancements (80%) $32,000 Major Enhancements (80%) $98,800 Security Audit Service $12,000 JIRA Licensing $0 Web Conferencing $1,000 $220,000		**YEAR 5 TOTAL**	**$220,000**	**Not to exceed $220,000**

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
MoxieManager	Paid	1	Included for contract duration
Highcharts	Paid	1	Included for contract duration
Exaptive	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration
Google Web Toolkit (GWT)	Open Source	1	Included for contract duration
D3.js	Open Source	1	Included for contract duration
Angularjs	Open Source	1	Included for contract duration
Nodejs	Open Source	1	Included for contract duration
Bootstrap	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
JavaScript	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira (Abacus Development)	Paid	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration

Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
Jira (Data Requests/API)	User License	1	Included for contract duration
License Total			$0

Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

2. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $1,037,944 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus in the performance hereof.

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

3. INVOICING

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

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

Invoices shall be sent to:

NH Department of Health and Human Services

Division of Public Health Services

Attn: Thomas Lambert

29 Hazen Drive

Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation

35055 West Twelve Mile Road

Suite 215

Farmington Hills, MI 48331

5. OVERPAYMENTS TO ABACUS

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

6. CREDITS

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

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

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

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

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

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

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.).

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

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 additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. 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.

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, Information Security Office and Program Manager of any Security Incidents and Breaches within two (2) hours of the time that the Contractor learns of their occurrence.

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

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 contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacy.Officer@dhhs.nh.gov

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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4483 1-800-852-3345 Ext. 4483
Fax: 603-271-8705 TDD Access: 1-800-735-2964

NH DIVISION OF Public Health Services

Nicholas A. Toumpas
Commissioner

Marcella Jordan Bobinsky
Acting Director

May 18, 2015

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to enter into a **sole source** agreement with Abacus Service Corporation (Vendor #223048), 35055 West Twelve Mile Road, Suite 215, Farmington Hills, MI, 48331, to provide operations, maintenance, and development services for the New Hampshire Web-based Interactive System for Direction and Outcome Measures (WISDOM), in an amount not to exceed $597,944, to be effective June 24, 2015, or the date of Governor and Council approval, whichever is later, through June 30, 2018. The source of funding is 70% Federal Funds and 30% General Funds.

Funds are anticipated to be available in SFY 2015, SFY 2016, SFY 2017, and SFY 2018 upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office, without further approval from Governor and Executive Council, if needed and justified.

05-95-90-900510-2203 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	102-500731	Contracts for Program Services	90000005	$77,444
			Sub-Total	$77,444

05-95-90-902015190 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF POPULATION HEALTH AND COMMUNITY SERVICES, BUREAU OF MATERNAL & CHILD HEALTH

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	102-500731	Contracts for Program Services	90000005	$40,500
			Sub-Total	$40,500

05-95-90-900510-5262 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF INFORMATICS, INFORMATICS & HLTH STATS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	102-500731	Contracts for Program Services	90000005	$100,000
SFY 17	102-500731	Contracts for Program Services	90000005	$100,000
SFY 18	102-500731	Contracts for Program Services	90000005	$100,000
			Sub-Total	$300,000

01-03-03-030010-7695 GENERAL GOVERNMENT, INFORMATION TECHNOLOGY DEPT OF, INFORMATION TECHNOLOGY DEPT OF, INFORMATION TECHNOLOGY DEPT OF, IT FOR DHHS

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	038-500177	Technology-Software	03900083	$60,000
SFY 17	038-500177	Technology-Software	03900083	$60,000
SFY 18	038-500177	Technology-Software	03900083	$60,000
			Sub-Total	$180,000
			Total	**$597,944**

EXPLANATION

This **sole source** request is being made because Abacus Service Corporation has unique qualifications and expertise with the WISDOM application. The vendor's previous experience with the Department of Information Technology under the state's master Contract for Advanced Temporary Technical Services and their existing work building and maintaining the WISDOM application makes this contractor solely qualified for providing operations, maintenance, and development services of the WISDOM system.

Funds in this agreement will be used for new module development and to continue the support and maintenance of the existing WISDOM application. The agreement will additionally provide for the continued hosting of the application on Amazon Cloud Services.

It is necessary to encumber SFY 2015 funds as part of this agreement because the federal funds underlying this appropriation are available through 9/30/15. If the SFY 2015 appropriation lapses without being encumbered, there would be no funds available to adjust between budget years 15 and 16, which would mean the loss of $117,944 in available federal support. The vendor has been made aware of this project funding constraint and is prepared to meet all contract deliverables to be paid for from this source of funding by the end of September.

The WISDOM system is a long term Division of Public Health Services project designed to achieve three (3) goals: Improve access to public health statistics, improve access to integrated strategic planning and performance management information, and to help Department staff members satisfy their outward reporting requirements.

WISDOM offers free, on-demand access to non-confidential health statistics to the public, public health partners, and to staff within the Department. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical

format. This information is in turn used to determine the need for, and measure the success of, interventions designed to improve overall population health with the intention of improving quality of life as well as helping to control health care costs.

Prior to the release of WISDOM, access to population health data was fragmented and required the use of multiple data sources, many of which have limited or incomplete information. This created a need for an application that provides easy access to integrated data sources that provide a 360 degree picture of the population's health, including the role Department programs play to measure and improve it. As an automated data system, WISDOM can be expected to meet ever-increasing requests for health data without the need to increase staff.

To provide a recent example of the system's practical value, the WISDOM Substance Misuse Dashboard provides critical data points including alcohol, marijuana, misuse of prescription drugs, and opioid use. This data is used to inform statewide plans to reduce substance misuse, but also over time to allow the State to measure progress in controlling drug overdoses and deaths.

The WISDOM application is built on free or open source software. This design was chosen to reduce reliance on expensive and proprietary software. The application stores only non-protected health information: WISDOM, by design, contains neither protected health information nor personal identifiers.

Should Governor and Executive Council not authorize this Request, future development of the WISDOM application will precede, albeit at a slower pace and at greater cost due to the length of time and the amount of effort it would require for another vendor to become familiar with the application.

The following performance measures will be used to measure the effectiveness of the agreement.

1. Achieve the target of members of the public having access to new modules as per the following 3 bullets:
   - Year 1, Socioeconomic Community Profiles, Health Equity, and Access & Utilization
   - Year 2, Emergency, and Hospital Performance
   - Year 3, Publications and Custom Dashboards

2. Achieve the target percentage of 100% of Department Programs will be provided access to WISDOM's Performance Management Application by end of year 1.

3. Complete WISDOM's Performance Management Application Phased deliverables and incrementally add new functionality.
   - Year 1, streamlined data entry and usability improvements
   - Years 2 and 3 implement the Performance Management Application phase II requirements.

4. The WISDOM System shall be available 24/7 with 95% uptime availability.

5. The vendor will supply unlimited support to the Department by telephone and/or email.

Area served: Statewide.

Source of Funds: 70% Federal from Centers for Disease Control and Prevention, and 30% General Funds. Department of Health & Human Services, Centers for Disease Control and Prevention Federal Award Identification Number (FAIN #) B01OT009037.

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

Respectfully submitted,

Marcella Jordan Bobinsky, MPH
Acting Director

Approved by:
Nicholas A. Toumpas
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 - PART 1

Subject: WISDOM Enhancement, Hosting, Maintenance, Operations and Support Services

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Health & Human Services		1.2 State Agency Address 129 Hazen Drive Concord, NH 03301-3857	
1.3 Contractor Name Abacus Service Corporation		1.4 Contractor Address 35055 W 12 Mile Rd, Suite 215 Farmington Hills, MI 48331	
1.5 Contractor Phone Number 248-324-9200	1.6 Account Number 05-95-90-900510-2203-102-500731 05-95-90-900510-5262-102-500731 01-03-03-030010-7695-038-500177	1.7 Completion Date 06/30/2018	1.8 Price Limitation $597,944
1.9 Contracting Officer for State Agency Brook Dupee, Bureau Chief		1.10 State Agency Telephone Number 603-271-4483	
1.11 Contractor Signature A Sriram		1.12 Name and Title of Contractor Signatory Sam Akunuri, Vice President	

1.13 Acknowledgement: State of Michigan, County of Oakland

On 5/13/15, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.

1.13.1 Signature of Notary Public or Justice of the Peace

[Seal] Alanna

ALANNA ERVING
Notary Public - Michigan
Oakland County
My Comm. Expires 12-21-17

1.13.2 Name and Title of Notary or Justice of the Peace

Alanna Erving
Payroll Mgr

1.14 State Agency Signature Brook Dupee	1.15 Name and Title of State Agency Signatory Brook Dupee, Bureau Chief

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

By: Director, On:

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

By: On: 6/8/15

1.18 Approval by the Governor and Executive Council

By: On:

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").
3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any 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 terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.
5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.
5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.
5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.
6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.
6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.
6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.
7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.
7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.
7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

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

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

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

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

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

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

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

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

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

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $250,000 per claim and $2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 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 fifteen (15) days prior to the

expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

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

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

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

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

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

19. CONSTRUCTION OF AGREEMENT AND TERMS. This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 2
AGREEMENT

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 2
AGREEMENT

INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through the New Hampshire Department of Health and Human Services and Abacus Service Corporation a Michigan Corporation, (Abacus), having its principal place of business at 35055 West Twelve Mile Road, Suite 215, Farmington Hills, MI 48331

Project Description:

The New Hampshire Department of Health and Human Services (DHHS), Division of Public Health Services (DPHS), seeks to establish a sole source contract with Abacus Service Corporation for software development services for enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, this Contract will provide for the continued hosting, operations, maintenance and support of the application. This Contract will provide for continued hosting services, currently managed by Abacus. Thus, Abacus will administer the Amazon Web Services (AWS), the hardware, software and connectivity to the System without using state resources.

The WISDOM application is a secure, authenticated, web-based application that provides no-cost on-demand health statistics information to the public, public health partners, and to staff within the NH DHHS. Users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy-to-understand graphical format.

RECITALS

The State desires to have Abacus provide WISDOM hosting, software development services, operations, maintenance and technical support services for DHHS;

Abacus wishes to provide WISDOM hosting, software development services, operations, maintenance and technical support services to DHHS.

The parties therefore agree as follows:

1. CONTRACT DOCUMENTS

1.1 CONTRACT DOCUMENTS

This Contract is comprised of the following documents (Contract Documents):

A. Part 1 – Agreement General Provisions Form P-37
B. Part 2 – The Contract Agreement
C. Part 3 – Consolidated Exhibits
Exhibit A- Contract Deliverables
Exhibit B- Price and Payment Schedule
Exhibit C- Special Provisions
Exhibit D- Administrative Services
Exhibit E- Implementation Services

Exhibit E-1 Security and Infrastructure
Exhibit F- Testing Services
Exhibit G- Maintenance and Support Services
Exhibit H- Requirements
Exhibit I- Work Plan
Exhibit J- Reserved
Exhibit K- Warranty and Warranty Services
Exhibit L- Training Services
Exhibit M- Reserved
Exhibit N- Reserved
Exhibit O- Special Exhibits, Attachments, and Certificates

1.2 ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text of the Contract Documents, the following Order of Precedence shall govern:

a. *The State of New Hampshire Terms and Conditions,* Form P-37-Contract Agreement Part 1.
b. State of New Hampshire, DHHS Contract 2015-079.

2. COMPENSATION

2.1 CONTRACT PRICE

The Contract Price, method of payment, and terms of payment are identified and more particularly described in Contract Exhibit B: *Price and Payment Schedule.*

The payment by the State of the Contract price shall be the only and the complete reimbursement to Abacus for all expenses, of whatever nature incurred by Abacus in the performance hereof, and shall be the only and the complete compensation to Abacus for the services. The State shall have no liability to Abacus other than the Contract Price.

The State reserves the right to offset from any amounts otherwise payable to Abacus under this Agreement those liquidated amounts required or permitted by N.H. RSA80:7 through RSA 80:7-c or any other provision of law.

2.2 NON-EXCLUSIVE, NOT TO EXCEED CONTRACT

This is a Non-Exclusive, Not To Exceed Contract with price and term limitations as set forth in the Contract.

The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal. Abacus shall not be responsible for any delay, act, or omission of such other vendors, except that Abacus shall be responsible for any delay, act, or omission of the other vendors if such delay, act, or omission is caused by or due to the fault of Abacus.

Notwithstanding any other provision of the Contract to the contrary, in no event shall total payments under the Contract exceed the amount listed in block 1.8 Price Limitation of page 1 of the General Provisions.

3. CONTRACT MANAGEMENT

The Project will require the coordinated efforts of a Project Team consisting of both Abacus and State personnel. Abacus shall provide all necessary resources to perform its obligations under the Contract. Abacus shall be responsible for managing the Project to its successful completion.

3.1 THE VENDOR'S CONTRACT MANAGER

Abacus shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. Abacus's Contract Manager is:

Sam Akunuri
Vice President
35055 West Twelve Mile Road
Suite 215
Farmington Hills, MI 48331
Tel: 248-679-1558
Fax: 248-479-0811
Email: sam@abacusservice.com

3.2 THE VENDOR'S PROJECT MANAGER

3.2.1 Contract Project Manager

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

3.2.2 Abacus Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Abacus's representative for all administrative and management matters. Abacus's Project Manager shall perform the duties required under the Contract, including, but not limited to, those set forth in Exhibit I, Section 2. Abacus's Project Manager must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State, and be at the site as needed. Abacus's Project Manager must work diligently and use his/her best efforts on the Project.

3.2.3 Abacus shall not change its assignment of Abacus Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Abacus's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than Abacus Project Manager being replaced; meet the requirements of the Contract; and be subject to reference and background checks described above in Section 3.2.1 *Contract Project Manager*, and in Section 3.6: *Reference and Background Checks*, below. Abacus shall assign a replacement Abacus Project Manager within ten (10) business days of the departure of the prior Abacus Project Manager, and Abacus shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim Abacus Project Manager.

3.2.4 Notwithstanding any other provision of the Contract, the State shall have the option, at its discretion, to terminate the Contract, declare Abacus in default and pursue its remedies at law and in equity, if Abacus fails to assign an Abacus Project Manager meeting the requirements and terms of the Contract.

3.2.5 Abacus Project Manager is:

Ramprasad Tulluri
Project Manager
35055 West Twelve Mile Road
Suite 215
Farmington Hills, MI 48331
Tel: (866)402-2228
Fax: 248-479-0811
Email: rumt@abacusservice.com

3.3 ABACUS KEY PROJECT STAFF

3.3.1 Abacus shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in this Contract. The State may conduct reference and background checks on Abacus Key Project Staff. The State reserves the right to require removal or reassignment of Abacus's Key Project Staff who are found unacceptable to the State. Any background checks shall be performed in accordance with Section 3.6: *Background Checks.*

3.3.2 Abacus shall not change any Abacus Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of Abacus Key Project Staff will not be unreasonably withheld. The replacement Abacus Key Project Staff shall have comparable or greater skills than Abacus Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in this Contract and be subject to reference and background checks described in Section 3.6. *Reference and Background Checks.*

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

3.3.3.1 Abacus Key Project Staff shall consist of the following individuals in the roles identified below:

Abacus's Key Project Staff:

Key Members	Title
Sam Akunuri	Vice President
April Szlaga	Business Development Manager
Ramprasad Tulluri	Project Manager/Business Analyst
Kishore Kopalle	Senior Developer
Naga Vinod Kumar Kona	Senior Developer
Prashant Marrishetti	Senior Developer
Praveen Kumar Anthati	Developer
Praveen Reddy Rondla	Developer
Kishan Gola	Developer
Rama Devi	Quality Analyst

3.4 STATE CONTRACT MANAGER

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

Thomas Lambert,
Chief of Health Statistics and Data Management (HSDM)
Public Health Statistics and Informatics
NH DHHS, Division of Public Health Services
29 Hazen Drive, Concord, NH 03301
Tel: (603) 271-4395
Fax: (603) 271-7623
Email: tlambert@dhhs.state.nh.us

3.5 STATE PROJECT MANAGER

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

a. Leading the Project;
b. Engaging and managing all State Staff;
c. Managing significant issues and risks.
d. Reviewing and accepting Contract Deliverables;
e. Review and approval of change proposals; and
f. Managing stakeholders' concerns.

The State Project Manager is:

Alan Lemay, Business Systems Analyst
Public Health Statistics and Informatics
NH DHHS, Division of Public Health Services
29 Hazen Drive, Concord, NH 03301
Tel: (603) 271-1604
Fax: (603) 271-7623
Email: al.lemay@dhhs.state.nh.us

3.6 REFERENCE AND BACKGROUND CHECKS

The State may, at its sole expense, conduct reference and background screening of the Contracted Vendor Project Manager and Abacus Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Section 10. *Use of State's Information, Confidentiality.*

4. DELIVERABLES

4.1 VENDOR RESPONSIBILITIES

Abacus shall be solely responsible for meeting all requirements, and terms and conditions specified in this Contract, regardless of whether or not a subcontractor is used.

Abacus may subcontract Services subject to the provisions of the Contract, including but not limited to, the terms and conditions in Section 17. *General Terms and Conditions* herein. Abacus must submit all information and documentation relating to the Subcontractor, including terms and conditions consistent with this Contract. The State will consider Abacus to be wholly responsible for the performance of the Contract and the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

4.2 DELIVERABLES AND SERVICES

Abacus shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan for this Contract, and as more particularly described in Contract Exhibit A: *Contract Deliverables.*

Upon its submission of a Deliverable or Service, Abacus represents that it has performed its obligations under the Contract associated with the Deliverable or Service.

4.3 NON-SOFTWARE AND WRITTEN DELIVERABLES REVIEW AND ACCEPTANCE

After receiving written Certification from Abacus that a Non-Software or Written Deliverable is final, complete, and ready for Review, the State will Review the Deliverable to determine whether it meets the Requirements outlined in Contract Exhibit A: *Contract Deliverables.* The State will notify Abacus in writing of its Acceptance or rejection of the Deliverable within five (5) business days of the State's receipt of Abacus's written Certification. If the State rejects the Deliverable, the State shall notify Abacus of the nature and class of the Deficiency and Abacus shall correct the Deficiency within the period identified in the Work Plan. If no period for Abacus's correction of the Deliverable is identified, Abacus shall correct the Deficiency in the Deliverable within five (5) business days. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify Abacus of its Acceptance or rejection thereof, with the option to extend the Review Period up to five (5) additional business days. If Abacus fails to correct the Deficiency within the allotted period of time, the State may, at its option, continue reviewing the Deliverable and require Abacus to continue until the Deficiency is corrected, or immediately terminate the Contract, declare Abacus in default, and pursue its remedies at law and in equity.

4.4 SYSTEM/SOFTWARE TESTING AND ACCEPTANCE

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

4.5 SECURITY

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, Systems and Data.

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

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets. See *Exhibit F: Testing Services* for detailed information on requirements for Security testing.

5. RESERVED

6. SERVICES

Abacus shall provide the Services required under the Contract Documents. All Services shall meet, and be performed, in accordance with the Specifications.

6.1 ADMINISTRATIVE SERVICES Abacus shall provide the State with the administrative Services set forth in the Contract, and particularly described in Exhibit D: Administrative Services.

6.2 IMPLEMENTATION SERVICES

Abacus shall provide the State with the Implementation Services set forth in the Contract, and particularly described in Exhibit E: Implementation Services.

6.3 TESTING SERVICES

Abacus shall perform testing Services for the State set forth in the Contract, and particularly described in Exhibit F: Testing Services.

6.4 TRAINING SERVICES

Abacus shall provide the State with training Services set forth in the Contract, and particularly described in Exhibit L: Training Services.

6.5 MAINTENANCE AND SUPPORT SERVICES

Abacus shall provide the State with Maintenance and support Services for the Software set forth in the Contract, and particularly described in Exhibit G: System Maintenance and Support.

6.6 WARRANTY SERVICES

Abacus shall provide the State with warranty Services set forth in the Contract, and particularly described in Exhibit K: Warranty Services.

7. WORK PLAN DELIVERABLE

Abacus shall provide the State with a Work Plan that shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment Schedule.

The initial Work Plan shall be a separate Deliverable and is set forth in Contract Exhibit I: *Work Plan*. Abacus shall update the Work Plan as necessary, but no less than every two weeks, to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment Schedule. Any such updates to the Work Plan must be approved by the State, in writing, prior to final incorporation into Contract Exhibit I: *Work Plan*. The updated Contract Exhibit I: *Work Plan*, as approved by the State, is incorporated herein by reference.

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

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

In the event additional time is required by Abacus to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from Abacus's failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Work Plan or elements within the Work Plan.

8. CHANGE ORDERS

The State may make changes or revisions at any time by written Change Order. The State originated changes or revisions shall be approved by the NH DPHS WISDOM Technical Team. Change orders employing new technologies or making material changes to system architecture shall be reviewed and approved by the New Hampshire Department of Information Technology (DoIT). Within five (5) business days of Abacus's receipt of a Change Order, Abacus shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

Abacus may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. The State shall attempt to respond to Abacus's requested Change Order within five (5) business days. The State Agency must approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from Abacus to the State and the State acceptance of Abacus's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by the State.

9. INTELLECTUAL PROPERTY

9.1 SOFTWARE TITLE

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

The State shall hold all ownership, title, and rights in any Software developed in connection with performance of obligations under the Contract, or modifications to the Software, and the associated Documentation including any and all performance enhancing operational plans and Vendor developed special utilities. The State shall have sole right to produce, publish, or otherwise use such Software, modifications, and Documentation developed under the Contract and to authorize others to do so.

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

9.2 STATE'S DATA AND PROPERTY

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

9.3 VENDOR'S MATERIALS

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

Confidential Information by Abacus employees or third party consultants engaged by Abacus.

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

9.4 STATE WEBSITE COPYRIGHT

WWW Copyright and Intellectual Property Rights

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.

9.5 RESERVED

9.6 SURVIVAL

This Contract Agreement Section 9. *Intellectual Property* shall survive the termination of the Contract.

10. USE OF STATE'S INFORMATION, CONFIDENTIALITY

10.1 USE OF STATE'S INFORMATION

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

10.2 STATE CONFIDENTIAL INFORMATION

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

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

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

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

10.3 VENDOR CONFIDENTIAL INFORMATION

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

10.4 SURVIVAL

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

11. LIMITATION OF LIABILITY

11.1 STATE

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to Abacus shall not exceed the total Contract price set forth in Contract Agreement – General Provisions, Block 1.8.

11.2 ABACUS

Subject to applicable laws and regulations, in no event shall Abacus be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and Abacus's liability to the State shall not exceed two times (2X) the total Contract price set forth in Contract Agreement – Page 1, General Provisions, Block 1.8.

Notwithstanding the foregoing, this limitation of liability shall not apply to Abacus's indemnification obligations set forth in the Section 12: *Indemnification* and confidentiality obligations in Section 10: *Use of State's Information, Confidentiality*, which shall be unlimited.

11.3 STATE'S IMMUNITY

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 shall survive termination or Contract conclusion.

11.4 SURVIVAL

This Section 11: *Limitation of Liability* shall survive termination or Contract conclusion.

12. INDEMNIFICATION

Abacus shall defend, indemnify and hold harmless the state, its officers and employees, from and against any and all losses suffered by the state, its officers and employees, and any and all claims, liabilities or penalties asserted against the state, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of abacus. 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 12 shall survive the termination of this agreement.

13. TERMINATION

This Section 13 shall survive the termination or Contract Conclusion.

13.1 TERMINATION FOR DEFAULT

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

a. Failure to perform the Services satisfactorily or on schedule;
b. Failure to submit any report required; and/or
c. Failure to perform any other covenant, term or condition of the Contract

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

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

b. Give Abacus a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to Abacus during the period from the date of such notice until such time as the State determines that Abacus has cured the Event of Default shall never be paid to Abacus.

c. Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;

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

e. Procure Services that are the subject of the Contract from another source and Abacus shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

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

13.2 TERMINATION FOR CONVENIENCE

13.2.1 The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to Abacus. In the event of a termination for convenience, the State shall pay Abacus the agreed upon price, if separately stated in this Contract, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated under the Contract shall be paid, in whole or in part, generally in accordance with Contract Exhibit B, *Price and Payment Schedule*, of the Contract.

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

13.3 TERMINATION FOR CONFLICT OF INTEREST

13.3.1 The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current development, support, and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if Abacus did not know, or reasonably did not know, of the conflict of interest.

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

13.4 TERMINATION PROCEDURE

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

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

a. Stop work under the Contract on the date, and to the extent specified, in the notice;

b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;

c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Abacus and in which the State has an interest;

d. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State; and

e. Provide written Certification to the State that Abacus has surrendered to the State all said property.

f. Assist in Transition Services, as reasonably requested by the State at no additional cost.

14. CHANGE OF OWNERSHIP

In the event that Abacus should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with Abacus, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with Abacus, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to Abacus, its successors or assigns.

15. ASSIGNMENT, DELEGATION AND SUBCONTRACTS

15.1 Abacus shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent shall not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void, and may constitute an event of default at the sole discretion of the State.

15.2 Abacus shall remain wholly responsible for performance of the entire Contract even if assignees, delegates, Subcontractors or other transferees ("Assigns") are used, unless

otherwise agreed to in writing by the State, and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract, or other transfer shall neither relieve Abacus of any of its obligations under the Contract nor affect any remedies available to the State against Abacus that may arise from any event of default of the provisions of the Contract. The State shall consider Abacus to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

15.3 Notwithstanding the foregoing, nothing herein shall prohibit Abacus from assigning the Contract to the successor of all or substantially all of the assets or business of Abacus provided that the successor fully assumes in writing all obligations and responsibilities under the Contract. In the event that Abacus should change ownership, as permitted under Section 14. *Change of Ownership*, the State shall have the option to continue under the Contract with Abacus, its successors or assigns for the full remaining term of the Contract; continue under the Contract with Abacus, its successors or assigns for such period of time as determined necessary by the State; or immediately terminating the Contract without liability to Abacus, its successors or assigns.

16. DISPUTE RESOLUTION

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

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

Dispute Resolution Responsibility and Schedule Table

LEVEL	CONTRACTOR	STATE	CUMULATIVE ALLOTTED TIME
Primary	Ram Tulluri, Project Manager	Alan Lemay, State Project Manager (PM)	5 Business Days
First	April Szlaga, BDM	Brook Dupee, Bureau Chief	10 Business Days
Second	Sam Akunuri, Vice President	Director of DPHS	15 Business Days
Third	Sam Akunuri, Vice President	Nicholas Toumpas, Commissioner	20 Business Days

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

17. GENERAL TERMS AND CONDITIONS

17.1 TRAVEL EXPENSES

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

17.2 SHIPPING AND DELIVERY FEE EXEMPTION

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

17.3 PROJECT WORKSPACE AND OFFICE EQUIPMENT

The Abacus Team shall perform the Project using Abacus' workspace and office equipment, including computers at no cost to the State.

17.4 ACCESS/COOPERATION

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon the State, the State shall provide Abacus with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete contracted services.

The State shall use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow Abacus to perform its obligations under the Contract.

17.5 REQUIRED WORK PROCEDURES

All work done must conform to standards and procedures established by the Department of Information Technology and the State.

17.6 COMPUTER USE

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

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

b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or

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

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

d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Abacus 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 Abacus. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.

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

17.7 EMAIL USE

Mail 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." Abacus understands and agrees that use of email shall follow State standard policy (available upon request).

17.8 INTERNET/INTRANET USE

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

17.9 VENUE AND JURISDICTION

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

17.10 SURVIVAL

The terms, conditions and warranties contained in the Contract that by their context are intended to survive the completion of the performance, cancellation or termination of the Contract shall so survive, including, but not limited to, the terms of the Exhibit E Section 3: Records Retention and Access Requirements, Exhibit E Section 4: Accounting Requirements, and Section 10: *Use of State's Information, Confidentiality* and Section 13: Indemnification which shall all survive the termination of the Contract.

17.11 WORK FOR HIRE

The State shall own all right, title and interest in and to any Software, printed materials or other works, products or deliverables which result from Services rendered by Vendor to the State under this Contract ("work(s)"). The works shall be deemed works made for hire of the State for all purposes of copyright law, and copyright shall belong solely to the State. In the event that any such work is adjudged to be not a work made for hire, Vendor agrees to assign, and hereby assigns, all copyright and other rights in such work to the State. Vendor shall, at the expense of the State, assist the State or its nominees to obtain copyrights, trademarks, or patents for all such works in the United the States and any other countries. Vendor agrees to execute all papers and to give all facts known to it necessary to secure United the States or foreign country copyrights and patents, and to transfer or cause to transfer to the State all the right, title and interest in and to such works. Vendor represents and warrants that the works will be free of any rightful claim of any third person or entity based on patent or copyright infringement, trade secret misappropriation, or otherwise.

17.12 FORCE MAJEURE

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

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

17.13 NOTICES

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 following addresses.

To Abacus:
Abacus Service Corporation
35055 West Twelve Mile Road
Suite 215
Farmington Hills, MI 48331
Tel: (866)402-2228
Attn: April Szlaga

To State:
State Of New Hampshire
Department of Health and Human Services
Division of Public Health Services
29 Hazen Drive
Concord, NH 03301
Attn: Thomas Lambert

TERMS AND DEFINITIONS

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

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System
Access Control	Supports the management of permissions for logging onto a computer or network
Agreement	A contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Best and Final Offer (BAFO)	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
CCP	Change Control Procedures
Certification	The Vendor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Control	Formal process for initiating changes to the proposed solution or process once development has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
CM	Configuration Management
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure *under the Contract*
Contract	This Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contract Agreement	Part 1, Part 2 and Part 3. The documentation consisting of both the General Provisions, Contract Agreement and the Exhibits which

	represents the understanding and acceptance of the reciprocal legal rights and duties of the parties with respect to the Scope of Work
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract (See Contract Agreement, Section 1.1)
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. (See Section 3. *Contract Management)*
Contract Price	The total, not to exceed amount to be paid by the State to the Contractor for product and services described in the Contract Agreement. This amount is listed in the General Provisions Section 1.8 as well as Exhibit B Paragraph 1.1.
Contractor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Contracted Vendor/Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	A test to ensure that a Data conversion process correctly takes Data from a legacy system and successfully converts it to a form that can be used by the new System.
COTS	Commercial Off-The-Shelf Software
CR	Change Request
Cure Period	The thirty (30) day period following written notification of a default within which a contracted vendor must cure the default identified.
Custom Code	Code developed by the Vendor specifically for this project for the State of New Hampshire
Custom Software	Software developed by the Vendor specifically for this project for the State of New Hampshire
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term
DBA	Database Administrator
Deficiencies/Defects	A failure, deficiency or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications. **Class A Deficiency** – *Software* - Critical, does not allow System to

	operate, no work around, demands immediate action; *Written Documentation* - missing significant portions of information or unintelligible to State; *Non Software* - Services were inadequate and require re-performance of the Service. **Class B Deficiency** – *Software* - important, does not stop operation and/or there is a work around and user can perform tasks; *Written Documentation* - portions of information are missing but not enough to make the document unintelligible; *Non Software* - Services were deficient, require reworking, but do not require re-performance of the Service. **Class C Deficiency** – *Software* - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; *Written Documentation* - minimal changes required and of minor editing nature; *Non Software* - Services require only minor reworking and do not require re-performance of the Service.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to the State or under the terms of a Contract requirement.
Department	An agency of the State
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Digital Signature	Guarantees the unaltered state of a file
DIY	Do it yourself, also known as DIY, is building or modifying your own MyWISDOM version
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract
Encryption	Supports the encoding of data for security purposes
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor's cost experience in performing the Contract
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses

GAAP	Generally Accepted Accounting Principles
Governor and Executive Council	The New Hampshire Governor and Executive Council.
Harvest	Software to archive and/or control versions of software
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
Implementation	The process for making the System fully operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
Key Project Staff	Personnel identified by the State and by Abacus as essential to work on the Project.
Licensee	The State of New Hampshire
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed (NTP)	The State Contract Manager's written direction to the Vendor to begin work on the Contract on a given date and time
Open Data Formats	A data format based on an underlying Open Standard.
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA 21-R:10 and RSA 21-R:11.
Open Standards	Specifications for the encoding and transfer of computer data that is defined in RSA 21-R:10 and RSA 21-R:13.
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully

	functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality
Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful Project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Vendor on the Project
Proposal	The submission from a Vendor in response to the Request for a Proposal or Statement of Work
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to Defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the Review Period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
SaaS- Software as a Service	Occurs where the COTS application is hosted but the State does not own the license or the code. The vendor allows the use of the software as a part of their service.
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Vendor on the Project as

	described in the Contract.
Software	All custom Software and COTS Software provided by the Vendor under the Contract
Software Deliverables	COTS Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor in response to this RFP.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State	STATE is defined as: State of New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301 Reference to the term "State" shall include applicable agencies
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The Contract Agreement SOW defines the results that the Vendor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1st through June 30th of the following calendar year
State Project Leader	State's representative with regard to Project oversight
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this

	Contract under a separate Contract with or on behalf of the Vendor
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the Contract Agreement
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through termination.
Transition Services	Services and support provided when Abacus is supporting System changes.
UAT	User Acceptance Test
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/ Contracted Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
Walk Through	A step-by-step review of a Specification, usability features or design before it is handed off to the technical team for development
Warranty Period	A period of coverage during which Abacus is responsible for providing a guarantee for products and Services delivered as defined in the Contract.
Warranty Releases	Code releases that are done during the Warranty Period.
Warranty Services	The Services to be provided by the Vendor during the Warranty

	Period.
WISDOM Technical Team (WTT)	The DPHS team responsible for administering WISDOM and creating WISDOM content.
Work Hours	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

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1. DELIVERABLES

Abacus Service Corporation shall provide the State with software development services, to include providing enhancements to the existing NH Health WISDOM core system and modules and the creation of new modules. Additionally, Abacus will provide to the State continued hosting, operations, maintenance and support of the application.

The WISDOM web application is a secure, authenticated, web-based application. The application provides no-cost on-demand information to the public, public health partners, and to staff within the NH DHHS. Public users can instantly access summaries of data related to determinants of health, health risks, and health outcomes in an easy to understand graphical format.

WISDOM contains interactive "dashboards" and "report cards" which allow users to customize, organize, and manage graphs, tables, and maps using an intuitive graphical user interface. Public users have the ability to customize and save their own health dashboards and report cards for future use.

WISDOM also provides internal DPHS user access to strategy and performance improvement measures found in the Performance Management Application (PMA). The PMA gives the ability for DPHS staff to track, manage, and monitor their performance toward achieving improved health objectives and align their performance metrics with the overall DPHS strategy.

The WISDOM application was developed, deployed, and enhanced by Abacus Service Corporation under the statewide Contract for Advanced Temporary Technical Services ("CATTS #8001060"). This Contract #2015-079, shall provide for the continuation of Services provided under the previous CATTS contract.

The Deliverables are set forth in the Schedule described below in Section 2. By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of the Warranty Period. Prior to the commencement of work on Non-Software and Written Deliverables, Abacus shall provide to the State a template, table of contents, or agenda for Review and prior approval by the State.

Pricing for Deliverables is set forth in Exhibit B: *Price and Payment Schedule*. Pricing will be effective for the Term of this Contract, and any extensions thereof.

1.1 Statement of Work

Abacus Service Corporation will be responsible for providing enhancements, ongoing hosting, application maintenance, operations, and technical support services for the NH Health WISDOM application and databases. Abacus shall be responsible for the management and administration of the hosting environment, as well as software enhancements specified in this Contract and other to be determined under the Change Order process.

1.2 Hosting Services

Abacus shall provide 3rd party hosting services for the NH Health WISDOM System in accordance with requirements of the contract. The State reserves the right to discontinue hosting services and transition the application to a State sourced platform, upon a 90 day notice to Abacus.

1.2.1 Hosting services shall include, but not be limited to, maintaining the operating environment for the WISDOM System, manage the computer, networking, and software infrastructure, employing security practices that meet or exceed the requirements of the Contract, performing system backup, applying patches, bug fixes, and upgrades.

1.2.2 System availability shall meet or exceed a metric of 99.9% up time, except for planned maintenance windows.

1.2.3 Requirements for hosting services are more fully described in Exhibit H.

1.2.4 Transition Services shall be provided in a timely and orderly manner as required upon the occurrence of events as outlined and described in Part 1 of this Contract. Such events shall include but not be limited to, the contract termination; the contract is not extended; or, the State takes ownership of the system. Requirements for Transition Services are more fully described in Exhibit H.

1.3 Operations

Abacus shall perform general system administration including operational functions related to the day-to-day management of the hardware, software, network system, and databases.

1.3.1 Operational tasks include but are not limited to managing application and utility services stops and restarts, managing communications with the hosting vendor and the State, setting up application and database back-up and recovery processes, and maintaining application code and configuration tables.

1.3.2 Abacus must ensure that there are necessary security restrictions/controls on those that provide administrative services.

1.3.3 Requirements for operational services are more fully described in Exhibit H.

1.4 Technical Support

Abacus shall provide support to the NH Health WISDOM System Administrator(s) and State technical team who handle support requests from program staff. Abacus will provide support for the advanced technical issues and vendor related problems.

1.4.1 Technical support services shall include but not be limited to, managing support phone calls and emails from State system administrators, troubleshooting and triaging system problems, escalating unresolved issues, and tracking and reporting on support calls and resolutions.

1.4.2 Said support shall be available to the State on Monday through Friday between 8 AM and 5 PM ET (Eastern Time) - Normal Business Hours.

1.4.3 Requirements for technical support services are more fully described in Exhibit H.

1.5 Software Maintenance

Abacus shall maintain the WISDOM System in accordance with the requirements of the Contract.

1.5.1 Maintenance services shall include but not be limited to correcting Software Defects, applying patches and bug fixes to both the WISDOM System and the related third party software applications, performing quality assurance testing after any System

change, upgrading related third party software applications as appropriate, and performing security evaluations in accordance with the schedule in the work plan.

1.5.2 On a quarterly basis, the State and Abacus shall develop a maintenance plan that shall include a list of minor enhancements and fixes for the System. This plan shall be integrated into the Work plan through the Change Order Process.

1.5.3 Requirements for software maintenance services are more fully described in Exhibit H.

1.6 Project Management

Abacus shall assign a Project Manager and technical team to lead and manage the Project. The Abacus Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Abacus Implementation Team.

1.6.1 Project management duties shall include, but not be limited to, communications, project reporting, schedules, the change order process, and Work Plan updates.

1.6.2 Requirements for project management services are more fully described in Exhibit H.

1.7 Software Development (Planned Enhancements)

The State will use the Change Order Process to make requests to Abacus for custom enhancements to WISDOM in response to policy, regulatory and statutory changes, as well as the programmatic and functional requirements of the NH DPHS WISDOM Technical Team. Each modification shall be designed so as not to impair the existing functionality of the system or invalidate any data already contained in the database. As per Part 3, Exhibit F; and Part 2, Section 4.4, System/Software Testing and Acceptance, and Section 8, Change Orders, of the Contract Agreement, said changes shall also be thoroughly quality assurance tested before being moved to the production environment. Change orders shall include a statement of work for each enhancement, including project requirements and deliverables. As described in Section 8 Change Orders, upon receipt of a Change Order Request, Abacus Service Corporation shall submit a proposal outlining the technical project details, the number of Abacus staff hours required, and the firm fixed price quote for the Enhancement. The price quote shall be based upon the rates in Table 3: Hourly Development Costs within Exhibit B. Upon approval by the NH DPHS WISDOM Technical Team, Abacus Service Corporation shall proceed with the agreed-upon changes. Change orders employing new technologies or making material changes to system architecture shall be reviewed in advance by the New Hampshire Department of Information Technology (DoIT).

The State reserves the right to cancel a deliverable prior to the initiation of the deliverable. In the event a deliverable is removed, the cancelled deliverable will be replaced with a mutually agreed upon deliverable using the Change Order process.

Requirements for software enhancement services are more fully described in Exhibit H, Requirements.

1.8 Other Services

1.8.1 System Security and Audit Trail

Abacus shall insure that existing application and database security features, including but not limited to: user account/password protection, usage logs, transmission encryption, audit tables, and retained security profiles. Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State Users. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

1.8.2 Training

Training and/or refreshers on WISDOM functionality will be provided by Abacus to the NH DPHS Wisdom Technical Team as more fully described in Exhibit L, *Training Services.*

1.8.3 Documentation

The State anticipates that modifications and updates to the project documentation, both electronic and paper, will be required. Documentation updates may include, user manuals, system documentation (logical and physical), and system operations. Whenever changes or updates occur in documentation that has been delivered to the State, the revised documents shall specify the document number and title, date of the original issue, the date of the effective change, and change bars designating the changes.

Documentation developed by Abacus Service Corporation shall be supplied in electronic format. The electronic version shall be provided in an industry standard electronic format, as mutually agreed to by Abacus Service Corporation and the State. When major changes to a document are made, as determined by Abacus Service Corporation in its reasonable discretion, a complete revision of the document shall be issued and delivered. Revisions shall be numbered and dated.

2. DELIVERABLES SCHEDULE

2.1 Implementation Schedule–Deliverables

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 1			
1	**Year 1: Project Management**		
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
1.2	Project Work Plan (including milestones)	Written	July 2015
1.3	Technical Architecture Review and Plan Development	Written	July 2015
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
2	**Year 1: Hosting Services**		
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	Per the Work Plan
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**		
3.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract.	Ongoing	
	Technical Support Services Abacus shall provide technical support services in accordance with the Contract.	Ongoing	
	Software Maintenance Services Software maintenance tasks shall be completed using the following methodology:		
	☑ Create quarterly maintenance work plan	Written	
	☑ Analysis & code development	Software	
	☑ Unit, integration, regression testing and test plans	Written	
	☑ Train Wisdom Technical Team	Non-Software	
	☑ User Acceptance Testing (UAT) Approval	Non-Software	
	☑ Deployment Plan	Written	
	☑ Production Deployment	Software	
	☑ Incident Management	Non-Software	
	☑ Documentation	Written	
	☑ Acceptance of Production Implementation	Written	
	☑ 90 Day Warranty Period	Software Written	

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	☑ Acceptance of Enhancement(s)		
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4
4	**Year 1: Minor Enhancements**		
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4
Major Enhancements			
5	**Year 1: Encryption**		
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.	Software	Per the Work Plan
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
6	**Year 1: Performance Management Application (PMA)**		
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan
6.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
6.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
7	**Year 1: Community Profiles**		
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
8	**Year 1: Health Equity / Access & Utilization Modules**		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized will be returned back to the State and/or used toward other enhancements.	Software	Per the Work Plan
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
9	**Year 1: Content Manager**		
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
10	**Year 1: Content Types (RStudio)**		
10.1	Abacus shall provide and install RStudio Shiny Server	Software	Per the

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement.		Work Plan
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software	
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software	
11	**Year 1: Slide Info**		
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
12	**Year 1: Smart URLs**		
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
13	**Year 1: Sharing Dashboards**		
13.1	Abacus shall provide the ability to share customized	Software	Per the

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.		Work Plan
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
14	**Year 1: Feedback**		
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
15	**Year 1: MyWISDOM**		
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
16	**Year 1: Contracts and Contractor Data Entry**		
16.1	Abacus Integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
17	**Year 1: System Security Audit Service**		
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
18	**Year 1: Web Conferencing**		
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing
19	**Year 1: Optional Services**		
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional	Software	In accordance with the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.		

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
Year 2			
20	**Year 2: Project Management**		
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016
20.2	Project Work Plan (including milestones)	Written	July 2016
20.3	Technical Architecture Review and Plan Development	Written	July 2016
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
21	**Year 2: Hosting Services**		
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**		
22.a	**System Operations Services** Abacus shall perform System operational function as	Ongoing	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services** Software maintenance tasks shall be completed using the following methodology: ☑ Create quarterly maintenance work plan ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ Production Deployment ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ Acceptance of Enhancement(s)	Ongoing Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
23	**Year 2: Minor Enhancements**		
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4
Major Enhancements			
24	**Year 2: Pooled Funding Enhancements**		
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **24.1.1** Emergency Module • **24.1.2** Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part	Software	Per the Work Plan

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type** **24.1.7** Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.		
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous (Year 2)			
25	**Year 2: System Security Audit Service**		
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
25.2	Abacus shall provide technical service hours associated	Non-Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	with System Audit Service. (Technical Consulting Services)		
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	
26	**Year 2: Web Conferencing**		
26.1	*Abacus shall provide web conferencing capability for* WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	*Non-Software*	*Ongoing*
Year 3			
27	**Year 3: Project Management**		
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017
27.2	Project Work Plan (including milestones)	Written	July 2017
27.3	Technical Architecture Review and Plan Development	Written	July 2017
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly
28	**Year 3: Hosting Services**		
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**		
29.a	**System Operations Services** Abacus shall perform System operational function as specified in the Contract. **Technical Support Services** Abacus shall provide technical support services in accordance with the Contract. **Software Maintenance Services**	Ongoing Ongoing	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
	Software maintenance tasks shall be completed using the following methodology: ☑ *Create quarterly maintenance work plan* ☑ Analysis & code development ☑ Unit, integration, regression testing and test plans ☑ Train Wisdom Technical Team ☑ User Acceptance Testing (UAT) Approval ☑ Deployment Plan ☑ *Production Deployment* ☑ Incident Management ☑ Documentation ☑ Acceptance of Production Implementation ☑ 90 Day Warranty Period ☑ *Acceptance of Enhancement(s)*	Written Software Written Non-Software Non-Software Written Software Non-Software Written Written Software Written	
29.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q1
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4
30	**Year 3: Minor Enhancements**		
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4
Major Enhancements			

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
31	**Year 3: Pooled Funding Enhancements and Transition Services**		
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • **31.1.1** Data Source Module • **31.1.2** Custom (DIY) Health Dashboard Module • **31.1.3** Custom (DIY) Health Reports **PMA** • **31.1.4** PMA Phase II Deliverables - Part B **New Content Type** • **31.1.5** Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • **31.1.6** Transition for hosting, supporting, and maintaining WISDOM	Software	Per the Work Plan
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment	
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance	
Miscellaneous			
32	**Year 3: System Security Audit Service**		
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software	
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software	

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
33	**Year 3: Web Conferencing**		
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing

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1. DELIVERABLE PRICE AND PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) with a maximum contract value of $597,944 for the period between the Effective Date through June 30, 2018. Abacus shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow Abacus to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 1					
1	**Year 1: Project Management**				
1.1	Conduct Project Kickoff Meeting	Non-Software	July 2015	Included	
1.2	Project Work Plan (including milestones)	Written	July 2015	Included	$28,862 (20% Payment Excludes Hosting & Web Conferencing)
1.3	Technical Architecture Review and Plan Development	Written	July 2015	Included	
1.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$28,862**
2	**Year 1: Hosting Services**				
2.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection	Non-Software	July 2015	$6,500	$6, 500
2.2	Abacus shall provide hosting for RStudio Shiny Server Open Source Edition.	Non-Software	TBD	$2,500	$2,500
			Subtotal	**$9,000**	*Not to exceed:* **$9,000**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
3	**Year 1: System Operations, Technical Support & Software Maintenance Services**				
3.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q1	$10,000	EOQ1: $2,000 (20% payments)
3.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q2		EOQ2: $2,000 (20% payments)
3.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q3		EOQ3: $2,000 (20% payments)
3.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Q4		EOQ4: $2,000 (20% payments)
			Subtotal	**$10,000**	**$8,000 (80% payment)**
4	**Year 1: Minor Enhancements**				
4.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q1	$33,200	EOQ1: $6,640 (20% payments)
4.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q2		EOQ2: $6,640 (20% payments)
4.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q3		EOQ3: $6,640 (20% payments)
4.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Q4		EOQ4: $6,640 (20% payments)
			Subtotal	**$33,200**	**$26,560 (80% payment)**
Major Software Enhancements					
5	**Year 1: Encryption**				
5.1	Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications	Software	Per the Work Plan	$1,728	$346 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM.				
5.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$518 (30% Payment)
5.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$518 (30% Payment)
			Subtotal	**$1,728**	**$1,382 (80% payment)**
6	**Year 1: Performance Management Application (PMA)**				
6.1	Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. *Abacus shall provide the ability through the PMA to* add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators.	Software	Per the Work Plan	$10,368	$2,074 (20% Payment)
6.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,110 (30% Payment)
6.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,110 (30% Payment)
			Subtotal	**$10,368**	**$8,294 (80% payment)**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
7	**Year 1: Community Profiles**				
7.1	Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard.	Software	Per the Work Plan	$8,640	$1,728 (20% Payment)
7.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,592 (30% Payment)
7.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,592 (30% Payment)
			Subtotal	**$8,640**	**$6,912 (80% payment)**
8	**Year 1: Health Equity / Access & Utilization Modules**				
8.1	Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. The total number of Abacus combined development and QA days shall not exceed 80 days. A mutually (State and Abacus) agreed upon total work days will be calculated during the module's work plan. The calculation estimates will be based on complete set of requirements. Any estimated days under-utilized	Software	Per the Work Plan	$13,824	$2,765 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	will be returned back to the State and/or used toward other enhancements.				
8.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,147 (30% Payment)
8.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,147 (30% Payment)
			Subtotal	**$13,824**	**$11,059 (80% payment)**
9	**Year 1: Content Manager**				
9.1	Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable).	Software	Per the Work Plan	$14,182	$2,837 (20% Payment)
9.3	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$4,254 (30% Payment)
9.4	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$4,254 (30% Payment)
			Subtotal	**$14,182**	**$11,345 (80% payment)**
10	**Year 1: Content Types (RStudio)**				
10.1	Abacus shall provide and install RStudio Shiny Server Open Source Edition for a proof of concept and provide developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	RStudio replacement.				
10.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software			$2,281 (30% Payment)
10.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
11	**Year 1: Slide Info**				
11.1	Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM Indicator's metadata, reformat it and return the formatted information to the user.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
11.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
11.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
12	**Year 1: Smart URLs**				
12.1	Abacus shall provide active smart URLs and enables the URLs within Google Analytics.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
12.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
12.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
13	**Year 1: Sharing Dashboards**				
13.1	Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
13.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
13.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082 (80% payment)**
14	**Year 1: Feedback**				
14.1	Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard.	Software	Per the Work Plan	$7,603	$1,520 (20% Payment)
14.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$2,281 (30% Payment)
14.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$2,281 (30% Payment)
			Subtotal	**$7,603**	**$6,082**

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Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
					(80% payment)
15	**Year 1: MyWISDOM**				
15.1	Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM.	Software	Per the Work Plan	$5,702	$1,140 (20% Payment)
15.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$1,711 (30% Payment)
15.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$1,711 (30% Payment)
			Subtotal	**$5,702**	**$4,562 (80% payment)**
16	**Year 1: Contracts and Contractor Data Entry**				
16.1	Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules.	Software	Per the Work Plan	$12,443	$2,490 (20% Payment)
16.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			$3,732 (30% Payment)
16.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			$3,732 (30% Payment)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$12,443**	**$9,954 (80% payment)**
Miscellaneous					
17	**Year 1: System Security Audit Service**				
17.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$17,000	$17,000
17.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
17.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	$0
			Subtotal	**$20,000**	Not to exceed: **$20,000**
18	**Year 1: Web Conferencing**				
18.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
Year 1 – Optional Services					
19	**Year 1: Optional Services**				
19.1	Abacus shall provide Optional Services authorized through the Change Order process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1.	Software	In accordance with the Work Plan	$103,944	$103,944

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images.				
			Subtotal	**$103,944**	**Not to exceed: $103,944**
	Year 1 Total Hosting $9,000 Work Plan (20%) $28,862 Support Maintenance (80%) $8,000 Minor Enhancements (80%) $26,560 Major Enhancements (80%) $80,878 Security Audit Service $20,000 Web Conferencing $700 Optional Services $103,944 $277,944		**YEAR 1 TOTAL**	**$277,944**	**Not to exceed: $277,944**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
Year 2					
20	**Year 2: Project Management**				
20.1	Conduct Project Kickoff Meeting	Non-Software	July 2016	Included	
20.2	Project Work Plan (including milestones)	Written	July 2016	Included	$27,260 (20% Payment Excludes Hosting & Web Conferencing)
20.3	Technical Architecture Review and Plan Development	Written	July 2016	Included	
20.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$27,260**
21	**Year 2: Hosting Services**				
21.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2016	$10,000	$10,000
			Subtotal	**$10,000**	**$10,000**
22	**Year 2: System Operations, Technical Support & Software Maintenance Services**				
22.1	Q1. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q1	$11,000	EOQ1: $2,200 (20% payments)
22.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q2		EOQ2: $2,200 (20% payments)

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
22.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q3		EOQ3: $2,200 (20% payments)
22.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y2Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
23	**Year 2: Minor Enhancements**				
23.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q1	$34,600	EOQ1: $6,920 (20% payments)
23.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q2		EOQ2: $6,920 (20% payments)
23.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q3		EOQ3: $6,920 (20% payments)
23.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y2Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
	Major Software Enhancements (Year 2)				
24	**Year 2: Pooled Funding Enhancements**				
24.1	Abacus shall provide up to 500 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 2. The associated requirements and scope of the work planned may not exceed the Pooled Funding amount. **New Dashboard Modules** • 24.1.1 Emergency Module	Software	Per the Work Plan	Not to exceed: $90,700	20% of the estimated enhancement's (24.1.x) development costs at the start of development. Each enhancements start date will stagger through the year.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	• 24.1.2 Hospital Performance Module Abacus builds two new Dashboard Modules and integrates the modules into the Home Page, Topic Group Summary and Search pages. The new modules will be incorporate and extend the existing Content Types and dashboard features. They will closely align to the existing Dashboard List (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization, 4. Health Equity). **PMA** **24.1.3** PMA Phase II (Part A) Deliverables requirements will be based on the needs of the PMA and feedback given by users in the first year of the contract. The work will be broken into years two (part A) and three (part B). Abacus provides PMA summary reports including charts. **Publications** **24.1.4** Abacus modifies the Publications Module including: • revised entryway into the module, • improved UI • implementing a table of contents • add page numbering • embed report iframes within tinyMCE **Dashboard Improvements** **24.1.5** Dashboard Improvements including: • Ability for users to customize their dashboards with rich text. (e.g. tinyMCE) **MyWISDOM and Home Page Improvements** **24.1.6** Several improvements (TBD) including: • Build out the 'MyWISDOM' for reviewer and approver functionality. **RStudio Content Type**				

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	24.1.7 Integrate RStudio Shiny Server Pro and Content Type enhancements based on original proof of concept feedback.				
24.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (24.1.x)
24.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (24.1.x)
			Subtotal	**$90,700**	**$72,560 (80% payment)**
Miscellaneous (Year 2)					
25	**Year 2: System Security Audit Service**				
25.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
25.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
25.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	Not to exceed: **$13,000**
26	**Year 2: Web Conferencing**				
26.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
			Subtotal	**$700**	**$700**
	Year 2 Total Hosting $10,000 Work Plan (20%) $27,260 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $72,560 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 2 TOTAL**	**$160,000**	**Not to exceed: $160,000**
Year 3					
27	**Year 3: Project Management**				
27.1	Conduct Project Kickoff Meeting	Non-Software	July 2017	Included	
27.2	Project Work Plan (including milestones)	Written	July 2017	Included	$26,860 (20% Payment Excludes Hosting & Web Conferencing)
27.3	Technical Architecture Review and Plan Development	Written	July 2017	Included	
27.4	Status Reports/Meetings and Updates to Work Plan	Written	Weekly	Included	
			Subtotal		**$26,860**
28	**Year 3: Hosting Services**				
28.1	Abacus shall provide a 1 year extension to hosting NH Health WISDOM. • UAT and Production • Application and Database • Dedicated private network database connection • RStudio	Non-Software	July 2017	$12,000	Not to exceed: $12,000
			Subtotal	**$12,000**	**$12,000**
29	**Year 3: System Operations, Technical Support & Software Maintenance Services**				
29.1	Q1. Abacus shall provide System Operational,	Software	Y3Q1	$11,000	EOQ1: $2,200

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	Technical Support and Software Maintenance Services as specified in the Contract.				(20% payments)
29.2	Q2. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q2		EOQ2: $2,200 (20% payments)
29.3	Q3. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q3		EOQ3: $2,200 (20% payments)
29.4	Q4. Abacus shall provide System Operational, Technical Support and Software Maintenance Services as specified in the Contract.	Software	Y3Q4		EOQ4: $2,200 (20% payments)
			Subtotal	**$11,000**	**$8,800 (80% payment)**
30	**Year 3: Minor Enhancements**				
30.1	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q1	$34,600	EOQ1: $6,920 (20% payments)
30.2	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q2		EOQ2: $6,920 (20% payments)
30.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q3		EOQ3: $6,920 (20% payments)
30.4	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	Software	Y3Q4		EOQ4: $6,920 (20% payments)
			Subtotal	**$34,600**	**$27,680 (80% payment)**
Major Software Enhancements (Year 3)					
31	**Year 3: Pooled Funding Enhancements and Transition Services**				
31.1	Abacus shall provide up to 480 combined work effort days for development and QA. Up to an additional 100 work effort days for analysis, project management, documentation and training. Using a Change Order Process, the projects listed below will be estimated and mutually agreed upon at the start of year 3. The associated requirements and scope of the work planned may not exceed the Pooled Funding	Software	Per the Work Plan	Not to exceed: $88,700	20% of the estimated enhancement's (31.1.x) development costs at the start of development.

Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
	amount. **New Dashboard Modules** • 31.1.1 Data Source Module • 31.1.2 Custom (DIY) Health Dashboard Module • 31.1.3 Custom (DIY) Health Reports **PMA** • 31.1.4 PMA Phase II Deliverables - Part B **New Content Type** • 31.1.5 Introduce new content type (e.g. Exaptive, Cognos Upgrade) **Transition Services** • 31.1.6 Transition for hosting, supporting, and maintaining WISDOM				Each enhancements start date will stagger through the year.
31.2	The Production Implementation Accepted by the State. The State requires a minimum of 5 successful business days in production before approval will be granted.	Software Deployment			30% Payment of enhancement (31.1.x)
31.3	Ninety (90) day Warranty Period from the initial State's Acceptance of the Production Implementation.	Software Maintenance			30% Payment of enhancement (31.1.x)
			Subtotal	**$88,700**	**$70,960 (80% payment)**
Miscellaneous Year 3					
32	**Year 3: System Security Audit Service**				
32.1	Abacus shall provide 3rd party Security Testing including penetration testing.	Non-Software	Per the Work Plan	$10,000	Not to exceed: $10,000
32.2	Abacus shall provide technical service hours associated with System Audit Service. (Technical Consulting Services)	Non-Software		$3,000	$3,000
32.3	Abacus shall correct security flaws found during the System Audit Service at no cost to the State.	Software		$0	
			Subtotal	**$13,000**	**$13,000**

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Table 1: Deliverables Price and Payment Table

Ref #	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date	Price	Payment Amount
33	**Year 3: Web Conferencing**				
33.1	Abacus shall provide web conferencing capability for WISDOM Technical Team for training, demos, meetings, and troubleshooting remote user issues. • Conference up to 25 people • Full Screen Video conferencing • VoIP or phone call-in • Record meetings (including video) • Share the presenter role	Non-Software	Ongoing	$700	$700
			Subtotal	**$700**	**$700**
	Year 3 Total Hosting $12,000 Work Plan (20%) $26,860 Support Maintenance (80%) $8,800 Minor Enhancements (80%) $27,680 Major Enhancements (80%) $70,960 Security Audit Service $13,000 Web Conferencing $700 $160,000		**YEAR 3 TOTAL**	**$160,000**	Not to exceed: **$160,000**
	Years 1-3 Grand Total (Not To Exceed)		**Grand Total**		Not to exceed: $597,944

Table 2 – Detailed License Deliverables and Pricing.

Description	License Type	Quantity	Licenses and Future License Upgrades Net Price
Software			
NH Health WISDOM	NA	1	Included for contract duration
tinyMCE	Paid	1	Included for contract duration
Amazon-Oracle RDS	Monthly payment	1	Included for contract duration
El finder	Open Source	1	Included for contract duration
Google Web Toolkit (GWT)	Open Source	1	Included for contract duration
D3.js	Open Source	1	Included for contract duration
JasperReports	Open Source	1	Included for contract duration
Java script	Open Source	1	Included for contract duration
Java	Open Source	1	Included for contract duration
Hudson	Open Source	1	Included for contract duration
Jira	Open Source	1	Included for contract duration
Javascript	Open Source	1	Included for contract duration
Hibernate	Open Source	1	Included for contract duration
Spring Framework	Open Source	1	Included for contract duration
SmartGWT	Open Source	1	Included for contract duration
JUnit	Open Source	1	Included for contract duration
License Total			$0

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Table 3: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Position Title	SFY 2015 7/1/2014 to 6/30/15	SFY 2016 7/1/2015 to 6/30/16	SFY 2017 7/1/2016 to 6/30/17	SFY 2018 7/1/2017 to 6/30/18
Project Manager	$20	$20	$21	$21
Senior Developer	$20	$20	$21	$21
Business Analyst	$20	$20	$21	$21
Developer	$18	$18	$19	$19
QA	$15	$15	$16	$16

Table 4: Future Vendor Rates Worksheet

Position Title	SFY 2019 7/1/2018 to 6/30/19	SFY 2020 7/1/2019 to 6/30/20	SFY 2021 7/1/2020 to 6/30/21	SFY 2022 7/1/2021 to 6/30/22
Project Manager	$22	$22	$23	$23
Senior Developer	$22	$22	$23	$23
Business Analyst	$22	$22	$23	$23
Developer	$20	$20	$21	$21
QA	$17	$17	$18	$18

2. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed $597,944 ("Total Contract Price"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to Abacus for all fees and expenses, of whatever nature, incurred by Abacus in the performance hereof.

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

3. INVOICING

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

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

Invoices shall be sent to:

NH Department of Health and Human Services
Division of Public Health Services
Attn: Thomas Lambert
29 Hazen Drive
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

Abacus Service Corporation
35055 West Twelve Mile Road
Suite 215
Farmington Hills, MI 48331

5. OVERPAYMENTS TO ABACUS

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

6. CREDITS

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

7. PROJECT HOLDBACK

The State shall withhold thirty percent (30%) of the price for each Deliverable, except Hosting and Software license fees, as set forth in the Payment Table above, until successful conclusion of the Warranty Period.

1. SPECIAL PROVISIONS

Contractor's Obligations: The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1.1 Gratuities or Kickbacks: The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.

1.2 Retroactive Payments: Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.

1.3 Conditions of Purchase: Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate which reimburses the Contractor in excess of the Contractor's costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:

1.3.1 Renegotiate the rates for payment hereunder, in which event new rates shall be established;

1.3.2 Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;

1.3.3 Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the

Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

1.4 Maintenance of Records: In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:

1.4.1 Fiscal Records: books, records, documents and other 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 during the Contract Period, said records to 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.

1.4.2 Statistical Records: Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.

1.4.3 Medical Records: Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.

1.5 Confidentiality of Records: All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be Confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directly connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.

Notwithstanding anything to the contrary contained herein the covenants and conditions contained in the Paragraph shall survive the termination of the Contract for any reason whatsoever.

1.6 Completion of Services: Disallowance of Costs: Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) 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.

1.7 Credits: All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:

1.7.1 The preparation of this (report, document etc.) was financed under a 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.

1.8 Prior Approval and Copyright Ownership: All materials (written, video, audio) produced or purchased under the contract shall have prior approval from DHHS before printing, production, distribution or use. The DHHS will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. Contractor shall not reproduce any materials produced under the contract without prior written approval from DHHS.

1.9 Operation of Facilities: Compliance with Laws and Regulations: In the operation of any facilities for providing services, the Contractor shall comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which shall impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such facility. If any governmental license or permit shall be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Contract the facilities shall comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and shall be in conformance with local building and zoning codes, by-laws and regulations.

1.10 Subcontractors: DHHS recognizes that the Contractor may choose to use subcontractors with greater expertise to perform for efficiency or convenience, but the Contractor shall retain the responsibility and accountability for the function(s). Prior to subcontracting, the Contractor shall evaluate the subcontractor's ability to perform the delegated function(s). This is accomplished through a written agreement that specifies activities and reporting responsibilities of the subcontractor and provides for revoking the delegation or imposing sanctions if the subcontractor's performance is not adequate. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

1.10.1 Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function

1.10.2 Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate

1.10.3 Monitor the subcontractor's performance on an ongoing basis

1.10.4 DHHS shall, at its discretion, review and approve all subcontracts. If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

1.11 Equal Employment Opportunity Plan (EEOP): The Contractor will provide an Equal Employment Opportunity Plan (EEOP) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of $500,000 or more. If the recipient receives $25,000 or more and has 50 or more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than $25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Nonprofit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: ttp://www.ojp.usdoj/about/ocr/pdfs/cert.pdf.

1.12 Limited English Proficiency (LEP): As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.

1.13 Pilot Program for Enhancement of Contractor Employee Whistleblower Protections: The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, $150,000)

CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (SEP 2013)

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold

1.14 SUBPARAGRAPH 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:

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, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability 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 of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account

Number, 05-95-90-902010-5260-102-500731 or any other account, in the event funds are reduced or unavailable.

1.15 SUBPARAGRAPH 10 of the General Provisions of this contract, Termination, is amended by adding the following language;

10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.

10.2 In the event of early termination, 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, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.

10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.

10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.

10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.

1.16 SUBPARAGRAPH 14.1.1 of the General Provisions of this contract is deleted and the following

Subparagraph is added:

14.1.1 comprehensive general liability against all claims of bodily injury, death or property damage, in amounts of not less than $250,000 per claim and $1,000,000 per occurrence and umbrella liability coverage in the amount of $17,000,000 per occurrence.

2. EXTENSION

2.1 This agreement has the option for a potential extension of up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

1. STATE MEETINGS AND REPORTS

The State believes that effective communication and reporting are essential to Project success.

Abacus Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

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

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

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

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

e. **Exit Meeting:** Participants will include Project leaders from Abacus and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

The State expects Abacus to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be Abacus' responsibility.

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

1. Project status related to the Work Plan;
2. Deliverable status;
3. Accomplishments during weeks being reported;
4. Planned activities for the upcoming two (2) week period;
5. Future activities; and
6. Issues and concerns requiring resolution.
7. Report and remedies in case of falling behind Schedule

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

2. STATE-OWNED DOCUMENTS AND COPYRIGHT PRIVILEGES

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

3. RECORDS RETENTION AND ACCESS REQUIREMENTS

Abacus shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by reference, regarding retention and access requirements, including without limitation, retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 *Contractor Records Retention.*

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

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

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

4. ACCOUNTING REQUIREMENTS

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

Abacus shall provide the State with the following services set forth in Contract Exhibit A.

1. IMPLEMENTATION STRATEGY

1.1 Key Components

A. Abacus shall employ an Implementation strategy with a timeline set forth in accordance with the high-level Work Plan in Exhibit I. Abacus' development approach shall use the Agile development approach:

1. Project Planning
   a. Understand, define, validate and documents requirements
   b. Define high level design documentation and validate with the State
   c. Define Test plans and validate with the State
2. Software Development
   a. Start development by defining low level design
   b. Document low level design and Test Case Scripts and validate with the State
   c. Perform software development
3. Software Testing
   a. Perform Unit Testing
   b. Provide the State with intermediate deliverables, if required, for User Reviews
   c. Provide the State with the system for UAT
   d. The State performs UAT
4. Training
   a. Prepare User and Training Documentation
   b. Conduct Training
5. Deployment
   a. Deploy to State Servers

B. Abacus' technical team will work on the following approach to facilitate efficient and productive development cycle and interfacing with the State team:

1. Abacus will provide proper high-level and low-level design documentation, Test plans, and Test Case documentation to the State team for validation at appropriate times before starting the development and deployment.
2. The Abacus Project Manager will create the Workplan and establish the Workplan structure using Atlassian JIRA (http://www.atlassian.com/software/jira/overview) to facilitate Agile development.
3. The Abacus Project Manager will host all the documentation/wiki pages which will be produced and used for Knowledge transfer.
4. The Abacus Project Manager will provide access to JIRA and Confluence for the State team to track project status and related information.

5. The Abacus Project Manager will create a formal project meeting schedule and a communication documentation methodology for tracking Project issues, progress, and status.
6. The Abacus technical team will make available to the State the WISDOM source code for Harvest.
7. Abacus will use Hudson (http://hudson-ci.org/) for compiling software.
8. Abacus will provide four environments: Development, QA, UAT, and Production servers.
9. The Abacus testing team will ensure that all Test cases pass the Abacus QA environment before installation into the State UAT environment.
10. The State testing team will ensure that all the Test cases pass the State's UAT environment before installation into the State Production environment.

1.2 Timeline

The timeline is set forth in the Work Plan. During the initial planning period Project task and resource plans will be established for: the preliminary training plan, the change management plan, communication approaches, project standards and procedures finalized, and team training initiated.

1.2.1 Project Infrastructure

The Project's development and production hardware infrastructure will be managed by Abacus throughout the contract.

1.2.2 Implementation

Timing will be structured to recognize interdependencies between applications and structure a cost effective and timely execution.

Processes will be documented, training established, and the application will be ready for Implementation in accordance with the State's schedule.

1.2.3 Change Management and Training

Abacus' change management and training services shall be focused on developing change management and training strategies and plans. Its approach relies on State resources for the execution of the change management and end user training.

2. IMPLEMENTATION METHODOLOGY

Abacus' approach to project management and implementation shall utilize Agile implementation methodology. Abacus uses an iterative and incremental Agile software development and implementation framework for managing product development and project implementation. This methodology will be applied to all project phases.

The State Team will participate in Abacus' implementation methodology to increase communication and efficiency related to all tasks.

For each project Phase, the Implementation Methodology will allow the State and Abacus to:

- Set project priorities at the beginning of every iterative time period during which a fixed set of backlog tasks are completed
- Ensure expectations are met by monitoring progress frequently
- Participate in daily reviews
- Meet primary objectives in a timely manner

1. SECURITY

Abacus shall ensure that appropriate levels of security are implemented and maintained in order to protect the confidentiality, integrity, and availability of the State's Information Technology resources, information, and services. Security requirements are included in this Contract in Exhibit H. Abacus shall provide the State resources, information, and Services on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and to safeguard the confidentiality and integrity of State networks, Systems and Data.

Abacus shall insure a secure application and database, including but not limited to:

- User Account/Password Protection
- Usage Logs
- Transmission Encryption
- Audit Tables
- Retained Security Profiles

Abacus shall track in a usage log, the date/time and network address for every role-based user accessing WISDOM. The usage logs shall be made available and may be examined by State WISDOM Administrators. When unusual network addresses, unusual login times, and/or other inappropriate use are noted, the State may request Abacus Service Corporation to follow up and confirm that the access in question was legitimate.

Abacus shall provide the following Products and Services described in this Exhibit F, including but not limited to:

1. TESTING AND ACCEPTANCE

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

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

All Testing and Acceptance (both business and technically oriented testing) shall apply to testing the System as a whole, (e.g., software modules or functions, and Implementation(s)). This shall include planning, test scenario and script development, Data and System preparation for testing, and execution of Unit Tests, System Integration Tests, Conversion Tests, Installation tests, Regression tests, Performance Tuning and Stress tests, Security Review and tests, and support of the State during User Acceptance Test and Implementation.

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

1.1 Test Planning and Preparation

Abacus shall provide the State with an overall Test Plan that will guide all testing. The Abacus provided, State approved, Test Plan will include, at a minimum, identification, preparation, and Documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test Data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

As identified in the Acceptance Test Plan, and documented in accordance with the Work Plan and the Contract, State testing will commence upon Abacus' Project Manager's Certification, in writing, that Abacus' own staff has successfully executed all prerequisite Abacus testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff. The State will be presented with a State approved Acceptance Test Plan, test scenarios, test cases, test scripts, test data, and expected results.

The State will commence its testing within five (5) business days of receiving Certification from Abacus that the State's personnel have been trained and the System is installed, configured, complete, and ready for State testing. The testing will be conducted by the State in an environment independent from Abacus' development environment. Abacus must assist the State with testing in accordance with the Test Plan and the Work Plan, utilizing test and

live Data to validate reports, and conduct stress and performance testing, at no additional cost.

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

Abacus must demonstrate that their testing methodology can be integrated with the State standard methodology.

1.2 Unit Testing

In Unit Testing, Abacus shall test the application components on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit testing is performed in either the development environment or a testing environment.

The goal is to find errors in the smallest unit of software before logically linking it into larger units. If successful, subsequent testing should only reveal errors related to the integration between application modules.

The Abacus developer, who is responsible for a specific unit of work, will be responsible for conducting the unit testing of their modules.

Activity Description	Develop the scripts needed to unit test individual application modules, interface(s) and conversion components.
Abacus Team Responsibilities	For application modules, conversions and interfaces the Abacus team will identify applicable test scripts and installation instructions, adapt them to the Project specifics, test the process, and compare with the documented expected results.
Work Product Description	Unit-Tested Modules that have been tested to verify that the inputs, outputs, and processing logic of each application module functions without errors. Individual detailed test scripts and installation guides list all the required actions and data to conduct the test, the process for test execution, and the expected results.

1.3 System Integration Testing

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

Thorough end-to-end testing shall be performed by the Abacus team(s) to confirm that the Application integrates with any interfaces. The test emphasizes end-to-end business processes, and the flow of information across applications (IF APPROPRIATE). It includes all key business processes and interfaces being implemented, confirms data transfers with

external parties, and includes the transmission or printing of all electronic and paper documents.

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

1.4 RESERVED

1.5 Installation Testing

In Installation Testing the application components are installed in the System Test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production system.

1.6 User Acceptance Testing (UAT)

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

The Abacus' Project Manager must certify in writing, that Abacus' own staff has successfully executed all prerequisite Abacus testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.

The State shall be presented with all testing results, as well as written Certification that Abacus has successfully completed the prerequisite tests, meeting the defined Acceptance Criteria, and performance standards. The State shall commence testing within five (5) business days of receiving Certification, in writing, from Abacus that the system is installed, configured, complete and ready for State testing. The State shall conduct the UAT utilizing scripts developed as identified in the Acceptance Test Plan to validate the functionality of the System and the interfaces, and verify Implementation readiness. UAT is performed in a copy of the production environment and can serve as a performance and stress test of the System. The User Acceptance Test may cover any aspect of the new System, including administrative procedures (such as backup and recovery).

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

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

The results of the User Acceptance Test provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

Upon successful conclusion of UAT and approval by the State, the enhancements are deployed into Production. The State will issue a letter of Production Acceptance after five (5) successful days in Production and the respective Warranty Period shall commence.

Activity Description	The System User Acceptance Tests verify System functionality against predefined Acceptance criteria that support the successful execution of approved processes.
Abacus Team Responsibilities	• Provide the State an Acceptance Test Plan and selection of test scripts for the Acceptance Test. • Monitor the execution of the test scripts and assist as needed during the User Acceptance Test activities. • Work jointly with the State in determining the required actions for problem resolution.
State Responsibilities	• Approve the development of the User Acceptance Test Plan and the set of data for use during the User Acceptance Test. • Validate the Acceptance Test environment.

	• Execute the test scripts and conduct User Acceptance Test activities. • Document and summarize Acceptance Test results. • Work jointly with Abacus in determining the required actions for problem resolution. • Provide Acceptance of the validated Systems.
Work Product Description	The Deliverable for User Acceptance Tests is the User Acceptance Test Results. These results provide evidence that the new System meets the User Acceptance criteria defined in the Work Plan.

1.7 Performance Tuning and Stress Testing

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

1.7.1 Scope

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

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

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

1.7.2 Test Types

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

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

b) **Load Tests:** Load testing will determine if the behavior of the System can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the application environment under

different load conditions based on workload distribution. System response time and utilization is measured and recorded.

1.7.3 Tuning

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

1.8 Regression Testing

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

a.) For each minor failure of an Acceptance Test, the Acceptance Period shall be extended by corresponding time defined in the Test Plan.

b.) Abacus shall notify the State no later than five (5) business days from Abacus' receipt of written notice of the test failure when Abacus expects the corrections to be completed and ready for retesting by the State. Abacus will have up to five (5) business days to make corrections to the problem unless specifically extended in writing by the State.

c.) When a programming change is made in response to a problem identified during user testing, a regression Test Plan should be developed by Abacus based on the understanding of the program and the change being made to the program. The Test Plan has two objectives:

1. Validate that the change/update has been properly incorporated into the program; and
2. Validate that there has been no unintended change to the other portions of the program.

d.) Abacus will be expected to:

1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly;
2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and
3. Manage the entire cyclic process.

e.) Abacus will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.

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

1.9 Security Review and Testing

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

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

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

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

Abacus shall be responsible for Security Testing as set forth in this Exhibit F. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include third party penetration testing (pen test), code analysis, and review to the satisfaction of the State.

Abacus will be required to provide 3rd party Security Testing. Testing will be performed by a vendor selected or approved by the State. The cost for performing annual 3rd party penetration testing for the duration of the contract will be the responsibility of State. Under no circumstances shall the state be responsible for Abacus' administrative time spent brokering, preparing for, or accommodating the 3rd party penetration testing.

Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include 3rd party Penetration Tests (pen test) and code analysis and review.

Penetration Testing shall be performed at least annually or upon every major software modification. Abacus shall provide upon request by the State the results of all security testing to the Department of Information Technology for review and Acceptance. All Software and hardware shall be free of malicious code (malware).

1.10 Successful Production Completion

Upon successful completion of Production, the State will issue a Letter of Production Acceptance.

1.11 System Acceptance

Upon completion of the Warranty Period, the State shall issue a Letter of Final System Acceptance.

1. SYSTEM MAINTENANCE

Abacus shall maintain and support the System in all material respects as described in the applicable project Documentation for three (3) years of maintenance through the contract end date.

Abacus shall provide development resources as needed through the length of the contract handling software patches/upgrades, maintenance, small enhancements, bug fixes and security evaluation. The development resources will provide support services to the DPHS WISDOM Technical Team (WTT).

Maintenance responsibilities are more fully described in Exhibit H.

2. SYSTEM SUPPORT

2.1 Abacus' Responsibility

Abacus will be responsible for performing on-site or remote technical support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

a. **Class A Deficiencies** - Abacus shall have available to the State email/telephone assistance, with issue tracking available to the State during regular business hours (8am – 5pm ET (Eastern Time), Monday through Friday) with an email/telephone response within two (2) hours of request.

b. **Class B Deficiencies** –The State shall notify Abacus of such Deficiencies during regular business hours and Abacus shall respond back within seventy-two hours with notification of planned corrective action; and,

c. **Class C Deficiencies** –The State shall notify Abacus of such Deficiencies during regular business hours and Abacus shall respond back within four (4) business days with notification of planned corrective action.

3. SUPPORT OBLIGATIONS AND TERM

3.1 Abacus shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract;

3.2 Abacus shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;

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

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

3.5 If Abacus fails to correct a Deficiency within the allotted period of time stated above, Abacus shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies in Part 2 Section 13 or Part 1 Section 10, within ninety (90) days of notification to Abacus of the State's request.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT H
REQUIREMENTS

Requirements are attached as ***Contract Attachment B- WISDOM Abacus Contract Requirements.***

Abacus' Project Manager and the State Project Manager shall finalize the Work Plan within ten (10) days of the Effective Date and further refine the tasks required to implement the Project. The Work Plan shall include tasks within the following Deliverables categories: Hosting; Operations; Technical Support; Maintenance; Planned Enhancements; and Project Management. The elements of the preliminary Work Plan are documented in accordance with Abacus' plan to provide the State with Enhancement, Hosting, Maintenance, Operations and Support Services. Continued development and management of the Work Plan is a joint effort on the part of Abacus and State Project Managers.

The preliminary Work Plan is set forth at the end of this Exhibit, in Table 7.1.

In conjunction with Abacus' Project Management methodology, which shall be used to manage the Project's life cycle, the Abacus team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the **Tasks, Deliverables, Major Milestones, and Task Dependencies** required to implement the Project. The Work Plan shall also address intra-task dependencies, resource allocations (both State and Abacus team members), refine the Project's scope, and establish the Project's Schedule. The Plan is documented in accordance with Abacus' Work Plan and shall utilize MS Project or similar software to support the ongoing management of the Project.

1. ASSUMPTIONS

A. General

- The State shall provide team members with decision-making authority to support the Implementation efforts.
- All State tasks must be performed in accordance with the revised Work Plan.
- All key decisions will be resolved within five (5) business days. Issues not resolved within this initial period will be escalated to the State Project Manager for resolution.
- Any activities, decisions or issues taken on by the State that affect the mutually agreed upon Work Plan timeline, scope, resources, and costs shall be subject to the identified Change Control process.
- Abacus shall maintain an accounting system in accordance with Generally Accepted Accounting Principles (GAAP).

B. Logistics

- The Abacus Team shall perform this Project primarily at Abacus' facilities at no cost to the State.
- The Abacus Team shall observe all holidays observed by the State, although with permission, may choose to work on State holidays and weekends. The Final Work Plan will include specific holidays that will be observed.
- The Table 1.1 below lists the holidays that shall be incorporated into the Work Plan.

Table 1.1 Holiday Schedule

Date	State Holiday Schedule	Abacus Technical Team Holiday Schedule
01/01/2015	New Years	New Years
01/14/2015		Bhogi
01/15/2015		Makar Sankranti
01/19/2015	MLK	
01/26/2015		Republic Day
02/16/2015	Presidents' Day	
05/25/2015	Memorial Day	
07/03/2015	Independence Day	
07/18/2015		Ramzan
08/15/2015		Independence Day
08/18/2015		Ganesh Chaturthi
09/07/2015	Labor Day	
10/20/2015		Dasara
10/22/2015		Dasara
11/11/2015	Veteran's Day	Diwali
11/26/2015	Thanksgiving	
11/27/2015	Day after Thanksgiving	
12/25/2015	Christmas	Christmas
01/01/2016	New Years	New Years
01/14/2016		Bhogi
01/15/2016		MakarSankranti
01/18/2016	MLK	
01/26/2016		Republic Day
02/15/2016	Presidents' Day	
05/30/2016	Memorial Day	
07/04/2016	Independence Day	
07/06/2016		Ramzan
08/15/2016		Independence Day
09/05/2016	Labor Day	Ganesh Chaturthi
10/09/2016		Dasara
10/11/2016		Dasara
10/31/2016		Diwali
11/11/2016	Veteran's Day	
11/24/2016	Thanksgiving	
11/25/2016	Day after Thanksgiving	
12/25/2016		Christmas
12/26/2016	Christmas (Observed)	

C. Project Management

- The State shall approve the Project Management Methodology used for the Project.
- The State shall provide the Abacus Project Team with reasonable access to the State personnel as needed to complete Project tasks.
- A Project folder created within the State system shall be used for centralized storage and retrieval of Project documents, work products, and other material and information relevant to the success of the Project and required by Project Team members. This central repository is secured by determining which team members have access to the Project folder and granting either view or read/write privileges. Abacus' Project Manager will establish and maintain this folder. The State Project Manager shall approve access for the State team. Documentation can be stored locally for Abacus and State team on a "shared" network drive to facilitate ease and speed of access. Final versions of all Documentation shall be loaded to the State System.
- Abacus assumes that an Alternate State Project Manager may be appointed from time to time to handle reasonable and ordinary absences of the Project Manager.

D. Technical Environment and Management

- Abacus is responsible for providing the hardware, network, and communication facilities needed to support the Project.
- Abacus shall provide the hardware and operating system to host the Project's development and production instances. Hardware and operating system environments must be sized to support a minimum of four (4) instances of the applications (instances include: development, system/integration testing, user acceptance, and production). The system/integration testing, user acceptance, and production instances shall be installed on similar hardware configurations and operating system.

E. Reserved

F. Project Schedule

- Abacus shall adhere to the Project schedule which is contained in the Work Plan.

G. Reporting

- Abacus shall conduct weekly status meetings, and provide reports in a format agreed to by the State, that include, but are not limited to, minutes, action items, test results and Documentation.

H. User Training

- The Abacus Team shall lead the development of the State WISDOM Technical Team training plan.

- A train the trainer approach shall be used for the delivery of State WISDOM Technical Team training.
- The State is responsible for the delivery of State WISDOM training.

I. Performance Testing

- The Abacus Team shall provide a performance test workshop to identify the key scenarios to be tested, the approach and tools required, and best practices information on performance testing.
- The State shall work with Abacus on performance testing as set forth in Contract Exhibit F – *Testing Services*.

2. ROLES AND RESPONSIBILITIES

A. Abacus Team Roles and Responsibilities

1) Abacus Team Project Manager

The Abacus Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Abacus Implementation Team. The Abacus Team Project Manager will have the following responsibilities:

- Maintain communications with the State's Project Manager;
- Work with the State in planning and conducting a kick-off meeting;
- Create and maintain the Work Plan;
- Assign Abacus Team consultants to tasks in the Implementation Project according to the scheduled staffing requirements;
- Define roles and responsibilities of all Abacus Team members;
- Provide weekly and monthly update progress reports to the State Project Manager;
- Notify the State Project Manager of requirements for State resources in order to provide sufficient lead time for resources to be made available;
- Review task progress for time, quality, and accuracy in order to achieve progress;
- Review requirements and scheduling changes and identify the impact on the Project in order to identify whether the changes may require a change of scope;
- Implement scope and Schedule changes as authorized by the State Project Manager and with appropriate Change Control approvals as identified in the Implementation Plan;
- Inform the State Project Manager and staff of any urgent issues if and when they arise;

- Provide the State completed Project Deliverables and obtain sign-off from the State's Project Manager.

2) Abacus Team Analysts

The Abacus Team Analysts shall conduct analysis of requirements, validate the Abacus Team's understanding of the State business requirements by enhancement, and perform business requirements mapping:

- Construct and confirm application test case scenarios;
- Produce application configuration definitions and configure the application;
- Conduct testing of the configured application;
- Produce functional Specifications for extensions, conversions, and interfaces;
- Assist the State in the testing of extensions, conversions, and interfaces;
- Assist the State in execution of the State's Acceptance Test;
- Conduct follow-up meetings to obtain feedback, results, and concurrence/approval from the State;
- Assist with the correction of configuration problems identified during system, integration and Acceptance Testing; and
- Assist with the transition to production.

3) Abacus Team Developers

The Abacus team shall assume the following tasks:

- Development and review of functional and technical Specification to determine that they are at an appropriate level of detail and quality;
- Development and Documentation of conversion and interface programs in accordance with functional and technical Specifications;
- Development and Documentation of installation procedures; and
- Development and execution of unit test scripts;
- Unit testing of conversions and interfaces developed; and
- System Integration Testing.

B. State Roles and Responsibilities

The following State resources have been identified for the Project. The time demands on the individual State team members will vary depending on the phase and specific tasks of the Implementation. The demands on the Subject Matter Experts' time will vary based on the need determined by the State Leads and the phase of the Implementation.

1) State Project Manager

The State Project Manager shall work side-by-side with the Abacus Project Manager. The role of the State Project Manager is to manage State resources, facilitate completion of all tasks assigned to State staff, and communicate Project status on a regular basis. The State Project Manager represents the State in all decisions on Implementation Project matters, provides all necessary support in the conduct of the Implementation Project, and provides necessary State resources, as defined by the Work Plan and as otherwise identified throughout the course of the Project. The State Project Manager has the following responsibilities:

- Plan and conduct a kick-off meeting with assistance from the Abacus team;
- Assist the Abacus Project Manager in the development of a detailed Work Plan;
- Identify and secure the State Project Team members in accordance with the Work Plan;
- Define roles and responsibilities of all State Project Team members assigned to the Project;
- Identify and secure access to additional State end-user staff as needed to support specific areas of knowledge if and when required to perform certain Implementation tasks;
- Communicate issues to State management as necessary to secure resolution of any matter that cannot be addressed at the Project level;
- Inform the Abacus Project Manager of any urgent issues if and when they arise; and
- Assist the Abacus team staff to obtain requested information if and when required to perform certain Project tasks.

2) State Subject Matter Expert(s) (SME)

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

- Be the key user and contact for their Agency or Department;
- Attend Project Team training and acquire in-depth functional knowledge of the relevant applications;
- Assist in validating and documenting user requirements, as needed;
- Assist in mapping business requirements;
- Assist in constructing test scripts and data;
- Assist in System Integration, and Acceptance Testing;

- Assist in performing conversion and integration testing and Data verification, if required;
- Attend Project meetings when requested; and
- Assist in training WISDOM Technical Team in the use of the Abacus Software Solution and the business processes the application supports.

3) **State Network Administrator (DoIT)**

The State Network Administrator will provide technical support regarding networking requirements administration. The responsibilities will include:

- Assess the ability of the State's overall network architecture and capacity to adequately support implemented applications;
- Establish and maintain necessary connections including the State's Cognos servers and the proxy server; and
- Establish and maintain secure connections among the desktop devices and the Application and database servers using State-provided certificates.

3. SOFTWARE APPLICATION

The software required is described more fully in Exhibit B.

4. RESERVED

5. INTERFACES

Interfaces shall be implemented in cooperation with the State. The following Table 5.1 identifies the interfaces within the scope of this Contract and their relative assignment.

Table 5.1: In-Scope Interfaces

Interface	Responsible Party(s)	Description
1. Maintain Interface with State Cognos Application	State & Abacus	WISDOM interfaces with State Cognos application producing the WISDOM dashboard report slides.
2. Maintain Interface with cloud-based State WISDOM Application and cloud-based Oracle database	Abacus	WISDOM interfaces with the cloud-based Oracle database. The database primarily hosts the WISDOM configuration and metadata.

Interface #	Responsible Party	Description
3. Establish Interface for cloud-based State WISDOM Application and State-based Cognos Application with cloud-based Oracle database	State & Abacus	WISDOM's interface to Cognos (from #1 in this table) maintains connections to various State data sources. A new interface connecting Cognos to the WISDOM cloud-based Oracle database for metadata will be established though a dedicated private network database connection.

A. Interface Responsibilities

- The Abacus Team shall lead the review of functional and technical interface Specifications.
- The Abacus Team shall assist the State with the resolution of problems and issues associated with the development and Implementation of the interfaces.

6. RESERVED

7. PRELIMINARY WORK PLAN

The following Table 7.1 provides the preliminary agreed upon Work Plan for the Contract.

Table 7.1: High Level Preliminary NH Health WISDOM Project Plan

YEAR 1

#	Tasks (Year 1)	Start	End
1	**Implementation Planning**	7/1/15	7/27/15
1.1	Conduct Project Kickoff Meeting	7/1/15	7/1/15
1.2	Project Master Work Plan	7/2/15	7/9/15
1.3	Technical Architecture Review	7/10/15	7/20/15
1.4	Status Reports/ Meetings and Updates to Work Plan	7/21/15	7/27/15
2	**Project Management**	7/1/15	6/29/16
2.1	Status Reports/ Meetings and Updates to Work Plan	7/1/15	6/29/16
3	**Amazon Hosting**	7/15/15	8/4/15
3.1	Hosting Requirements Analysis	7/15/15	7/21/15
3.2	Hosting WISDOM Renewal	7/22/15	7/28/15
3.3	Hosting RStudio	7/29/15	8/4/15
4	**Support and Maintenance**	7/1/15	6/29/16
4.1	**Q1**	7/1/15	7/1/15

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#	Tasks (Year 1)	Start	End
4.1.1	Maintenance Kickoff Meeting	7/2/15	7/2/15
4.1.2	Work Plan	7/3/15	7/7/15
4.1.3	Status and Status Meetings	7/8/15	7/10/15
4.1.4	Analysis and Design	7/13/15	7/17/15
4.1.5	Support	7/20/15	7/22/15
4.1.6	Development	7/23/15	8/27/15
4.1.7	Unit Testing (Test Plan)	8/28/15	9/1/15
4.1.8	Integration and Regression Testing (Test Plan)	9/2/15	9/11/15
4.1.9	Training and Documentation	9/14/15	9/14/15
4.1.10	UAT Testing and Approval	9/15/15	9/21/15
4.1.11	Deployment Plan & Deployment	9/22/15	9/24/15
4.2	**Q2**	**9/25/15**	**9/25/15**
4.2.1	Maintenance Kickoff Meeting	9/28/15	9/28/15
4.2.2	Work Plan	9/29/15	10/1/15
4.2.3	Status and Status Meetings	10/2/15	10/6/15
4.2.4	Analysis and Design	10/7/15	10/16/15
4.2.5	Support	10/19/15	10/21/15
4.2.6	Development	10/22/15	12/1/15
4.2.7	Unit Testing (Test Plan)	12/2/15	12/4/15
4.2.8	Integration and Regression Testing (Test Plan)	12/7/15	12/15/15
4.2.9	Training and Documentation	12/16/15	12/16/15
4.2.10	UAT Testing and Approval	12/17/15	12/23/15
4.2.11	Deployment Plan & Deployment	12/24/15	12/29/15
4.3	**Q3**	**12/30/15**	**12/30/15**
4.3.1	Maintenance Kickoff Meeting	12/31/15	12/31/15
4.3.2	Work Plan	1/1/16	1/5/16
4.3.3	Status and Status Meetings	1/6/16	1/8/16
4.3.4	Analysis and Design	1/11/16	1/21/16
4.3.5	Support	1/22/16	1/26/16
4.3.6	Development	1/27/16	3/3/16
4.3.7	Unit Testing (Test Plan)	3/4/16	3/8/16
4.3.8	Integration and Regression Testing (Test Plan)	3/9/16	3/17/16
4.3.9	Training and Documentation	3/18/16	3/18/16
4.3.10	UAT Testing and Approval	3/21/16	3/25/16
4.3.11	Deployment Plan & Deployment	3/28/16	3/30/16
4.4	**Q4**	**3/31/16**	**3/31/16**

#	Tasks (Year 1)	Start	End
4.4.1	Maintenance Kickoff Meeting	4/1/16	4/1/16
4.4.2	Work Plan	4/4/16	4/6/16
4.4.3	Status and Status Meetings	4/7/16	4/11/16
4.4.4	Analysis and Design	4/12/16	4/21/16
4.4.5	Support	4/22/16	4/26/16
4.4.6	Development	4/27/16	6/2/16
4.4.7	Unit Testing (Test Plan)	6/3/16	6/7/16
4.4.8	Integration and Regression Testing (Test Plan)	6/8/16	6/16/16
4.4.9	Training and Documentation	6/17/16	6/17/16
4.4.10	UAT Testing and Approval	6/20/16	6/24/16
4.4.11	Deployment Plan & Deployment	6/27/16	6/29/16
5	**Encryption, PMA, Content Manager, RStudio, and Contracts/Data Entry**	**7/1/15**	**3/18/16**
5.1	Enhancement Kickoff Meeting	7/1/15	7/1/15
5.1.1	Enhancement Specific Work Plan	7/2/15	7/7/15
5.1.2	Status and Status Meetings	7/8/15	7/14/15
5.1.3	Analysis and Design	7/15/15	8/4/15
5.1.4	Development	8/5/15	10/14/15
5.1.5	Unit Testing (Test Plan)	10/15/15	10/26/15
5.1.6	Integration and Regression Testing (Test Plan)	10/27/15	11/17/15
5.1.7	Security Testing	11/18/15	11/20/15
5.1.8	Volume and Stress Testing	11/23/15	11/24/15
5.1.9	Training and Documentation	11/25/15	12/1/15
5.1.10	UAT Testing and Approval	12/2/15	12/15/15
5.1.11	Deployment Plan & Deployment	12/16/15	12/18/15
5.1.12	90 Day Warranty and Support	12/21/15	3/17/16
5.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	3/18/16	3/18/16
6	**Dashboard, Slide Info, Smart URLs, Sharing Dashboards and Community Profiles**	**12/21/15**	**6/15/16**
6.1	Enhancement Kickoff Meeting	12/21/15	12/21/15
6.1.1	Enhancement Specific Work Plan	12/22/15	12/24/15
6.1.2	Status and Status Meetings	12/25/15	12/29/15
6.1.3	Analysis and Design	12/30/15	1/7/16
6.1.4	Development	1/8/16	2/22/16
6.1.5	Unit Testing (Test Plan)	2/23/16	2/25/16
6.1.6	Integration and Regression Testing (Test Plan)	2/26/16	3/4/16

#	Tasks (Year 1)	Start	End
6.1.7	Security Testing	3/7/16	3/7/16
6.1.8	Volume and Stress Testing	3/8/16	3/8/16
6.1.9	Training and Documentation	3/9/16	3/9/16
6.1.10	UAT Testing and Approval	3/10/16	3/16/16
6.1.11	Deployment Plan & Deployment	3/17/16	3/21/16
6.1.12	90 Day Warranty and Support	3/22/16	6/14/16
6.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	6/15/16	6/15/16
7	**MyWISDOM, Start Page, Health Equity, Access & Utilization, and Feedback**	**3/22/16**	**9/14/16**
7.1	Enhancement Kickoff Meeting	3/22/16	3/22/16
7.1.1	Enhancement Specific Work Plan	3/23/16	3/25/16
7.1.2	Status and Status Meetings	3/28/16	3/30/16
7.1.3	Analysis and Design	3/31/16	4/7/16
7.1.4	Development	4/8/16	5/19/16
7.1.5	Unit Testing (Test Plan)	5/20/16	5/24/16
7.1.6	Integration and Regression Testing (Test Plan)	5/25/16	6/2/16
7.1.7	Security Testing	6/3/16	6/3/16
7.1.8	Volume and Stress Testing	6/6/16	6/6/16
7.1.9	Training and Documentation	6/7/16	6/7/16
7.1.10	UAT Testing and Approval	6/8/16	6/14/16
7.1.11	Deployment Plan & Deployment	6/15/16	6/17/16
7.1.12	90 Day Warranty and Support	6/20/16	9/13/16
7.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	9/14/16	9/14/16

YEAR 2

#	Tasks (Year 2)	Start	End
1	**Implementation Planning**	**7/1/16**	**7/26/16**
1.1	Conduct Project Kickoff Meeting	7/1/16	7/1/16
1.2	Project Master Work Plan (Including milestones)	7/4/16	7/8/16
1.3	Technical Architecture Review and Plan Development	7/11/16	7/19/16
1.4	Status Reports/ Meetings and Updates to Work Plan	7/20/16	7/26/16
2	**Project Management**	**7/1/16**	**6/29/17**
2.1	Status Reports/ Meetings and Updates to Work Plan	7/1/16	6/29/17
3	**Amazon Hosting**	**7/15/16**	**8/4/16**

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#	Tasks (Year 2)	Start	End
3.1	Hosting Requirements Analysis	7/15/16	7/21/16
3.2	Hosting WISDOM Renewal	7/22/16	7/28/16
3.3	Hosting Rstudio	7/29/16	8/4/16
4	**Support and Maintenance**	**7/1/16**	**6/26/17**
4.1	**Q1**	**7/1/16**	**7/1/16**
4.1.1	Maintenance Kickoff Meeting	7/4/16	7/4/16
4.1.2	Work Plan	7/5/16	7/7/16
4.1.3	Status and Status Meetings	7/8/16	7/12/16
4.1.4	Analysis and Design	7/13/16	7/19/16
4.1.5	Support	7/20/16	7/22/16
4.1.6	Development	7/25/16	8/30/16
4.1.7	Unit Testing (Test Plan)	8/31/16	9/2/16
4.1.8	Integration and Regression Testing (Test Plan)	9/5/16	9/13/16
4.1.9	Training and Documentation	9/14/16	9/14/16
4.1.10	UAT Testing and Approval	9/15/16	9/21/16
4.1.11	Deployment Plan & Deployment	9/22/16	9/26/16
4.2	**Q2**	**9/27/16**	**9/27/16**
4.2.1	Maintenance Kickoff Meeting	9/28/16	9/28/16
4.2.2	Work Plan	9/29/16	10/3/16
4.2.3	Status and Status Meetings	10/4/16	10/6/16
4.2.4	Analysis and Design	10/7/16	10/18/16
4.2.5	Support	10/19/16	10/21/16
4.2.6	Development	10/24/16	12/1/16
4.2.7	Unit Testing (Test Plan)	12/2/16	12/6/16
4.2.8	Integration and Regression Testing (Test Plan)	12/7/16	12/15/16
4.2.9	Training and Documentation	12/16/16	12/16/16
4.2.10	UAT Testing and Approval	12/19/16	12/23/16
4.2.11	Deployment Plan & Deployment	12/26/16	12/28/16
4.3	**Q3**	**12/29/16**	**12/29/16**
4.3.1	Maintenance Kickoff Meeting	12/30/16	12/30/16
4.3.2	Work Plan	1/2/17	1/4/17
4.3.3	Status and Status Meetings	1/5/17	1/9/17
4.3.4	Analysis and Design	1/10/17	1/19/17
4.3.5	Support	1/20/17	1/24/17
4.3.6	Development	1/25/17	3/1/17
4.3.7	Unit Testing (Test Plan)	3/2/17	3/6/17

# /	Tasks (Year 2)	Start	End
4.3.8	Integration and Regression Testing (Test Plan)	3/7/17	3/15/17
4.3.9	Training and Documentation	3/16/17	3/16/17
4.3.10	UAT Testing and Approval	3/17/17	3/23/17
4.3.11	Deployment Plan & Deployment	3/24/17	3/28/17
4.4	**Q4**	**3/29/17**	**3/29/17**
4.4.1	Maintenance Kickoff Meeting	3/30/17	3/30/17
4.4.2	Work Plan	3/31/17	4/4/17
4.4.3	Status and Status Meetings	4/5/17	4/7/17
4.4.4	Analysis and Design	4/10/17	4/19/17
4.4.5	Support	4/20/17	4/24/17
4.4.6	Development	4/25/17	5/30/17
4.4.7	Unit Testing (Test Plan)	5/31/17	6/2/17
4.4.8	Integration and Regression Testing (Test Plan)	6/5/17	6/13/17
4.4.9	Training and Documentation	6/14/17	6/14/17
4.4.10	UAT Testing and Approval	6/15/17	6/21/17
4.4.11	Deployment Plan & Deployment	6/22/17	6/26/17
5	**Emergency, RStudio, MyWISDOM, Home Page**	**7/1/16**	**4/18/17**
5.1	Enhancement Kickoff Meeting	7/1/16	7/1/16
5.1.1	Enhancement Specific Work Plan	7/4/16	7/6/16
5.1.2	Status and Status Meetings	7/7/16	7/13/16
5.1.3	Analysis and Design	7/14/16	8/3/16
5.1.4	Development	8/4/16	11/18/16
5.1.5	Unit Testing (Test Plan)	11/21/16	12/2/16
5.1.6	Integration and Regression Testing (Test Plan)	12/5/16	12/23/16
5.1.7	Security Testing	12/26/16	12/28/16
5.1.8	Volume and Stress Testing	12/29/16	12/30/16
5.1.9	Training and Documentation	1/2/17	1/4/17
5.1.10	UAT Testing and Approval	1/5/17	1/18/17
5.1.11	Deployment Plan & Deployment	1/19/17	1/23/17
5.1.12	90 Day Warranty and Support	1/24/17	4/17/17
5.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	4/18/17	4/18/17
6	**Hospital Performance, PMA, Publications. Dashboard Improvements**	**1/24/17**	**9/22/17**
6.1	Enhancement Kickoff Meeting	1/24/17	1/24/17
6.1.1	Enhancement Specific Work Plan	1/25/17	1/27/17

#	Tasks (Year 2)	Start	End
6.1.2	Status and Status Meetings	1/30/17	2/1/17
6.1.3	Analysis and Design	2/2/17	2/9/17
6.1.4	Development	2/10/17	6/1/17
6.1.5	Unit Testing (Test Plan)	6/2/17	6/6/17
6.1.6	Integration and Regression Testing (Test Plan)	6/7/17	6/14/17
6.1.7	Security Testing	6/15/17	6/15/17
6.1.8	Volume and Stress Testing	6/16/17	6/16/17
6.1.9	Training and Documentation	6/19/17	6/19/17
6.1.10	UAT Testing and Approval	6/20/17	6/26/17
6.1.11	Deployment Plan & Deployment	6/27/17	6/29/17
6.1.12	90 Day Warranty and Support	6/30/17	9/21/17
6.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	9/22/17	9/22/17

YEAR 3

#	Tasks (Year 3)	Start	End
1	**Implementation Planning**	**7/1/17**	**7/25/17**
1.1	Conduct Project Kickoff Meeting	7/1/17	7/1/17
1.2	Project Master Work Plan (including milestones)	7/3/17	7/7/17
1.3	Technical Architecture Review and Plan Development	7/10/17	7/18/17
1.4	Status Reports/ Meetings and Updates to Work Plan	7/19/17	7/25/17
2	**Project Management**	**7/1/17**	**6/20/18**
2.1	Status Reports/ Meetings and Updates to Work Plan	7/1/17	6/20/18
3	**Amazon Hosting**	**7/15/17**	**8/3/17**
3.1	Hosting Requirements Analysis	7/15/17	7/20/17
3.2	Hosting WISDOM Renewal	7/21/17	7/27/17
3.3	Hosting Rstudio	7/28/17	8/3/17
4	**Support and Maintenance**	**7/1/17**	**6/20/18**
4.1	**Q1**	**7/1/17**	**7/1/17**
4.1.1	Maintenance Kickoff Meeting	7/3/17	7/3/17
4.1.2	Work Plan	7/4/17	7/6/17
4.1.3	Status and Status Meetings	7/7/17	7/11/17
4.1.4	Analysis and Design	7/12/17	7/18/17
4.1.5	Support	7/19/17	7/21/17
4.1.6	Development	7/24/17	8/29/17
4.1.7	Unit Testing (Test Plan)	8/30/17	9/1/17

#	Tasks (Year 3)	Start	End
4.1.8	Integration and Regression Testing (Test Plan)	9/4/17	9/12/17
4.1.9	Training and Documentation	9/13/17	9/13/17
4.1.10	UAT Testing and Approval	9/14/17	9/20/17
4.1.11	Deployment Plan & Deployment	9/21/17	9/25/17
4.2	**Q2**	**9/26/17**	**9/26/17**
4.2.1	Maintenance Kickoff Meeting	9/27/17	9/27/17
4.2.2	Work Plan	9/28/17	10/2/17
4.2.3	Status and Status Meetings	10/3/17	10/5/17
4.2.4	Analysis and Design	10/6/17	10/17/17
4.2.5	Support	10/18/17	10/20/17
4.2.6	Development	10/23/17	11/27/17
4.2.7	Unit Testing (Test Plan)	11/28/17	11/30/17
4.2.8	Integration and Regression Testing (Test Plan)	12/1/17	12/11/17
4.2.9	Training and Documentation	12/12/17	12/12/17
4.2.10	UAT Testing and Approval	12/13/17	12/19/17
4.2.11	Deployment Plan & Deployment	12/20/17	12/22/17
4.3	**Q3**	**12/25/17**	**12/25/17**
4.3.1	Maintenance Kickoff Meeting	12/26/17	12/26/17
4.3.2	Work Plan	12/27/17	12/29/17
4.3.3	Status and Status Meetings	1/1/18	1/3/18
4.3.4	Analysis and Design	1/4/18	1/15/18
4.3.5	Support	1/16/18	1/18/18
4.3.6	Development	1/19/18	2/23/18
4.3.7	Unit Testing (Test Plan)	2/26/18	2/28/18
4.3.8	Integration and Regression Testing (Test Plan)	3/1/18	3/9/18
4.3.9	Training and Documentation	3/12/18	3/12/18
4.3.10	UAT Testing and Approval	3/13/18	3/19/18
4.3.11	Deployment Plan & Deployment	3/20/18	3/22/18
4.4	**Q4**	**3/23/18**	**3/23/18**
4.4.1	Maintenance Kickoff Meeting	3/26/18	3/26/18
4.4.2	Work Plan	3/27/18	3/29/18
4.4.3	Status and Status Meetings	3/30/18	4/3/18
4.4.4	Analysis and Design	4/4/18	4/13/18
4.4.5	Support	4/16/18	4/18/18
4.4.6	Development	4/19/18	5/24/18
4.4.7	Unit Testing (Test Plan)	5/25/18	5/29/18

#	Tasks (Year 3)	Start	End
4.4.8	Integration and Regression Testing (Test Plan)	5/30/18	6/7/18
4.4.9	Training and Documentation	6/8/18	6/8/18
4.4.10	UAT Testing and Approval	6/11/18	6/15/18
4.4.11	Deployment Plan & Deployment	6/18/18	6/20/18
5	**Data Source Module, PMA**	**7/1/17**	**4/4/18**
5.1	Enhancement Kickoff Meeting	7/1/17	7/1/17
5.1.1	Enhancement Specific Work Plan	7/3/17	7/5/17
5.1.2	Status and Status Meetings	7/6/17	7/12/17
5.1.3	Analysis and Design	7/13/17	8/2/17
5.1.4	Development	8/3/17	11/8/17
5.1.5	Unit Testing (Test Plan)	11/9/17	11/20/17
5.1.6	Integration and Regression Testing (Test Plan)	11/21/17	12/11/17
5.1.7	Security Testing	12/12/17	12/14/17
5.1.8	Volume and Stress Testing	12/15/17	12/18/17
5.1.9	Training and Documentation	12/19/17	12/21/17
5.1.10	UAT Testing and Approval	12/22/17	1/4/18
5.1.11	Deployment Plan & Deployment	1/5/18	1/9/18
5.1.12	90 Day Warranty and Support	1/10/18	4/3/18
5.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	4/4/18	4/4/18
6	**Content Type, Custom Dashboards**	**1/10/18**	**9/20/18**
6.1	Enhancement Kickoff Meeting	1/10/18	1/10/18
6.1.1	Enhancement Specific Work Plan	1/11/18	1/15/18
6.1.2	Status and Status Meetings	1/16/18	1/18/18
6.1.3	Analysis and Design	1/19/18	2/8/18
6.1.4	Development	2/9/18	5/24/18
6.1.5	Unit Testing (Test Plan)	5/25/18	5/29/18
6.1.6	Integration and Regression Testing (Test Plan)	5/30/18	6/12/18
6.1.7	Security Testing	6/13/18	6/13/18
6.1.8	Volume and Stress Testing	6/14/18	6/14/18
6.1.9	Training and Documentation	6/15/18	6/15/18
6.1.10	UAT Testing and Approval	6/18/18	6/22/18
6.1.11	Deployment Plan & Deployment	6/25/18	6/27/18
6.1.12	90 Day Warranty and Support	6/28/18	9/19/18
6.1.13	Final State Acceptance/Holdback/Project Close Out Meeting	9/20/18	9/20/18

RESERVED

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT K
WARRANTY AND WARRANTY SERVICES

1. WARRANTIES

1.1 Services

Abacus warrants that the System will operate to conform to the specifications, terms, and requirements of the Contract.

1.2 Software

Abacus warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and Terms of the Contract.

For any breach of the above Support and Maintenance warranty, the State's remedy, and Abacus' entire liability, shall be: (a) the correction of program errors that cause breach of the warranty, or if Abacus cannot substantially correct such breach in a commercially reasonable manner, the State may end its contract and recover the fees paid to Abacus for any unused, prepaid technical support or enhancement fees; or (b) the re-performance of the deficient Services, or (c) if Abacus cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to Abacus for the deficient Services.

1.3 Non-Infringement

Abacus warrants that it has good title to, or the right to allow the State to use, all Services, equipment, and Software ("Material") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

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

a. Promptly notifies Abacus in writing, not later than 30 days after the State receives actual written notice of such claim;

b. Gives Abacus control of the defense and any settlement negotiations; and

c. Gives Abacus the information, authority, and assistance reasonably needed to defend against or settle the claim.

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

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

1.4 Viruses; Destructive Programming

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

As a part of its internal development process, Abacus will use reasonable efforts to test the Software for viruses. Abacus shall also maintain a master copy of the appropriate versions of the Software, free of viruses. If the State believes a virus may be present in the Software, then upon its request, Abacus shall provide a master copy for comparison with and correction of the State's copy of the Software.

1.5 Compatibility

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

1.6 Services

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

1.7 Personnel

Abacus 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.

1.8 Breach of Data

Abacus shall be solely liable for costs associated with any breach of State Data housed at their location(s) including but not limited to notification and any damages assessed by the courts.

2. RESERVED

3. WARRANTY PERIOD

A Warranty Period shall be in effect for 90 days after state acceptance for each major enhancement for the duration of the contract.

The Warranty Period, providing a guarantee for products and Services delivered as defined in the Contract shall remain in effect until the conclusion or termination of this Contract and any extensions, with the exception of the warranty for non-infringement, which shall survive the termination of this Contract.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT L
TRAINING SERVICES

1. TRAINING SERVICES

Abacus shall provide web-based training services for new WISDOM modules and features. This includes refresher training and tailored to each area. The training will be made to the DPHS WISDOM Technical Team and/or potentially trainers to train other WISDOM users.

1.1 Delivery Includes:

- Abacus will deliver a Training Agenda to State.
- State will provide written acceptance of Training Agenda.
- The State will provide an adequate facility for all training events.
- Abacus provides remote training via web-conferencing.

1.2 Project Team Developed Training

a. Abacus and the State agree to an end user training approach to meet training objectives, including:

1) developing "in house" experts and end-user support channels that involve and leverage internal resources and subject matter experts (SMEs); and

2) providing WISDOM on-line recorded tutorials whenever possible.

b. Key activities of the approach are highlighted below:

User Training Approach	Role and Responsibility	
	Abacus Team	State of NH
Develop Training Plan	Lead the development and Implementation of the Training Plan. Provide guidance, coaching, materials, and tools.	Assist in the development and Implementation of the Training Plan.
Produce Training Materials and End-User Documentation	Lead the development of materials and Documentation to include: Abacus providing baseline Documentation in electronic format that can be modified and reproduced.	Assist in the development of training materials.
Conduct Training	Assist to identify an approach and a plan to conduct training needs assessment for Implementation.	Conduct training needs assessment for post go-live. Produce video tutorials as needed.

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT M

RESERVED

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT N

RESERVED

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079 – PART 3
EXHIBIT O
SPECIAL EXHIBITS, ATTACHMENTS, AND CERTIFICATES

Attached are:

A. Contract Attachment A – Department of Health and Human Services, Exhibits D through J

B. Contract Attachment B - WISDOM Abacus Contract Requirements

C. Contractor's Certificate of Vote/Authority

D. Contractor's Certificate of Good Standing

E. Contractor's Certificate of Insurance

New Hampshire Department of Health and Human Services
Exhibit D

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

New Hampshire Department of Health and Human Services
Exhibit D

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

1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
   1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
   1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

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

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

Contractor Name:

5/13/15
Date

A. Sreeram
Name: SamAkunuri
Title: Vice President

New Hampshire Department of Health and Human Services
Exhibit E

CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):
*Temporary Assistance to Needy Families under Title IV-A
*Child Support Enforcement Program under Title IV-D
*Social Services Block Grant Program under Title XX
*Medicaid Program under Title XIX
*Community Services Block Grant under Title VI
*Child Care Development Block Grant under Title IV

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

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-I.).

3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

Contractor Name:

5/13/15
Date

A. Akunuri
Name: Sam Akunuri
Title: Vice President

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

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

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.

6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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

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

PRIMARY COVERED TRANSACTIONS

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

12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
    - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
    - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).

14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

5/13/15
Date

A Sreepuram
Name: Sam Akunuri
Title: Vice President

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

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

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

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;

- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;

- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);

- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;

- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;

- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;

- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;

- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;

- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

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

New Hampshire Department of Health and Human Services
Exhibit G

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

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

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

Contractor Name:

5/13/15
Date

A. Graan
Name: Sam Akunuri
Title: Vice President

New Hampshire Department of Health and Human Services
Exhibit H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name:

5/13/15
Date

A. Akunuri
Name: Sam Akunuri
Title: Vice President

HEALTH INSURANCE PORTABLITY 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, TitleXIII, 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.

l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.

m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.

n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.

o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH
Act.

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

a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.

b. Business Associate may use or disclose PHI:
   I. For the proper management and administration of the Business Associate;
   II. As required by law, pursuant to the terms set forth in paragraph d. below; or
   III. For data aggregation purposes for the health care operations of Covered Entity.

c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.

d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business

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:

- The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
- The unauthorized person used the protected health information or to whom the disclosure was made;
- Whether the protected health information was actually acquired or viewed
- 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 (l). 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

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 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.

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.

JN DHHS	Abacus Service Corporation
The State	Name of the Contractor
Signature of Authorized Representative	Signature of Authorized Representative
Brook Dupee	Sam Akunuri
Name of Authorized Representative	Name of Authorized Representative
Bureau Chief	Vice President
Title of Authorized Representative	Title of Authorized Representative
5/14/15	5/13/15
Date	Date

New Hampshire Department of Health and Human Services
Exhibit J

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

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than $25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of $25,000 or more. If the initial award is below $25,000 but subsequent grant modifications result in a total award equal to or over $25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.
In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

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

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.
The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:
The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

5/13/15
Date

A. Sreeram
Name: Sam Akkuri
Title: Vice President

New Hampshire Department of Health and Human Services
Exhibit J

FORM A

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

1. The DUNS number for your entity is: 179270991

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

   X NO _____ YES

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

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

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

   _____ NO _____ YES

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

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

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

   Name: _____ Amount: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

   Name: _____ Amount: _____

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
WISDOM ENHANCEMENT, HOSTING, MAINTENANCE, OPERATIONS AND SUPPORT SERVICES
CONTRACT 2015-079
ATTACHMENT B - REQUIREMENTS

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
For System Users:					
	The system shall allow for the system users to:				
B1.1	[redacted]	M	Yes	standard	
B1.2	Have a unique role-based login consisting of a username and password to access secured features of the application	M	Yes	standard	
B1.3	All new modules and features need role-base attributes to control access.	M	Yes	standard	
For System Administrator(s):					
	The system shall allow for the WISDOM administrator(s) to:				
B2.1	Assign and maintain unique user name and password for WISDOM users, including granting permissions based on role	M	Yes	standard	
B2.2	All new modules and features need UI administration, controls and attributes to allow the dynamic building of content similar to the control built for other modules and features.	M	Yes	standard	
Hosting:					
	[redacted]				
B3.1	[redacted]	M	Yes	standard	
B3.2	Maintain expertise in providing the comprehensive hosting for the NH Health WISDOM application and database	M	Yes	standard	
B3.3	[redacted]	M	Yes	standard	
Operations:					
	[redacted]				
B4.1	[redacted]	M	Yes	standard	
B4.2	[redacted]	M	Yes	standard	
B4.3	[redacted]	M	Yes	standard	
B4.4	[redacted]	M	Yes	standard	
Support and General Services:					
	[redacted]				
B5.1	Provide on-call support to the State via email/telephone during the State's regular business hours (8am – 5pm ET (Eastern Time), Monday through Friday)	M	Yes	standard	

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B5.2	Provide troubleshooting services as needed	M	Yes	standard	
B5.3	Provide Documentation as well as documentation updates, to include user manuals, system documentation (logical and physical), and system operations.	M	Yes	standard	
B5.4	Training Accommodate the training needs of NH Health WISDOM Technical Team via web-conferencing as needed and/or refreshers.	M	Yes	standard	
B5.5	Provide testing services for patches and upgrades completed on the hosting servers	M	Yes	standard	
Maintenance Services:					
	Abacus Shall:				
B6.1	Provide defect/bug fix correction	M	Yes	standard	
B6.2	Provide QA testing for bug fixes	M	Yes	standard	
B6.3	Provide patching and/or upgrades of 3rd party software	M	Yes	standard	
B6.4	Provide Security evaluation	M	Yes	standard	
Transition Services:					
	Abacus Shall:				
B7.1	Provide a Transition Plan	M	Yes	standard	
B7.2	Provide an up-to-date operations manual. This manual includes directions for all operations processing, including building, deploying, and hosting the application. During the transitional period, the State or the new vendor will learn and develop the processes and procedures to fully maintain the application and requires a complete knowledge transfer.	M	Yes	standard	
B7.3	Provide during the transition on-the-job training and be available for questions and assistance until the expiration of their current Maintenance and Operation contract.	M	Yes	standard	
B7.4	Provide hosting continuity during the transition period: hosting, operations and support on the existing hosted environment.	M	Yes	standard	

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B7.5	Provide the details and status for all support and maintenance issues and identify issues which may need resolution and/or migration.	M	Yes	standard	
B7.6	Provide support resources and ensure all resources necessary to execute the transition deliverables are in place and fully operational.	M	Yes	standard	
B7.7	Identify steps required to transition the knowledge of the current system operations, the computer programs, the database structure with the stored procedures, and other support tools, and components.	M	Yes	standard	
B7.8	Provide a one month or longer orientation for review of the Database Administration, and Network Administration Operations and Disaster Recovery procedures. Abacus shall have their DBA work with the new Database Administrator prior to and during the cutover.	M	Yes	standard	
B7.9	Provide preservation and protection of the application and data prior to and during the physical move of the server(s) with full restoration afterward. Formal testing of the System following its physical move including full functionality.	M	Yes	standard	
Planned Enhancement Services:					
	Abacus Shall:				
B8.1	Assure that all new modules and features integrate with search, content manager and auditing where applicable	M	Yes	standard	State will determine where applicable.
B8.2	Provide planning, analysis, development, QA testing, performance tesing and status updates of planned enhancements (Agile Methodology)	M	Yes	standard	

BUSINESS REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
Planned Enhancements during the Contract's duration					
B9.1	Encryption: Abacus adds https certificate encryption to the NH Health WISDOM UAT and Production applications using State provided certificates. Abacus integrates Cognos https changes within NH Health WISDOM. (year one)	M	Yes	standard	State will provide the ssl certificates at no cost to Abacus
B9.2	Performance Management Application: Abacus merges the Strategic Unit and Indicator entities into a single entity and reconfigures the target date and target value attributes. The new values display within the strategy hierarchy table. Abacus shall provide the ability through the PMA to add/change Indicators. Include an integrated attribute marking the Indicator as a Global or PMA-Only. The search results only display Global Indicators. (year one)	M	Yes	standard	
B9.3	Community Profiles: Abacus shall provide expansion use of the Community Profiles module to include new community types (e.g. 'Socio Economic Communities', et al). 'By Geography' is the current Community Profile Type. Abacus shall provide the ability on each slide in the report card to display all of the default reports for the selected indicator in a new tab in the form of a health topic dashboard. (year one)	M	Yes	standard	

BUSINESS REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B9.4	Health Equity/Access & Utilization: Abacus builds a new Health Equity Module and integrates the module into the Home Page and Topic Group Summary pages as the fourth type of Dashboard (e.g.1. Health Topics, 2. Community Profiles, 3. Access & Utilization). The module design closely aligns to Community Profiles Module. Abacus shall provide usability improvements based on feedback and new requirements from the Access and Utilization pilot. (year one)	M	Yes	standard	
B9.5	Content Manager: Abacus extends Data Reports Content Types. A data source has the ability to have multiple charts associated to it. Add the ability to have both column and bar charts with improved grouping, series, and aggregation. Integrate an upgraded data entry component (e.g. jQuery Handsontable). (year one)	M	Yes	standard	
B9.6	Content Types: Abacus shall provide and installs an RStudio Shiny Server Open Source Edition for a proof of concept and provides developer access to the State. This includes adding a new RStudio content type, to test the viability of using RStudio Shiny built applications in WISDOM. Alternatively, an agreed upon substitute software solution may be used as an RStudio replacement. (year one)	M	Yes	standard	
B9.7	Slide Info: Abacus shall provide the ability to drill into the details behind a slide. An 'Info' icon when clicked would send a request to Cognos passing the Indicator ID. In return, Cognos would access a secure Oracle view of the WISDOM indicator's metadata, reformat it and return the formatted information to the user. (year one)	M	Yes	standard	

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B9.8	Smart URLs Abacus shall provide active smart URLs and enables the URLs within Google Analytics. (year one)	M	Yes	standard	
B9.9	Sharing Dashboards: Abacus shall provide the ability to share customized dashboards and/or single slides (i.e., a single slide dashboard which opens without any web page elements visible other than the slide content) with others. (year one)	M	Yes	standard	
B9.10	Feedback: Abacus shall provide a custom feedback form for each topic. A feedback button placed next to the dashboard tools button would be used to capture feedback for a specific dashboard. (year one)	M	Yes	standard	
B9.11	MyWISDOM: Abacus enhances MyWISDOM for several user improvements and shall: • Provide ability for duplicate dashboard names globally, and restrict to unique names by user. • Allow custom dashboards to be saved, saved as a new copy, grouped and sorted. • Provide renaming of a MyWISDOM dashboards. • Restrict Admins from deleting a publically available topic from within MyWISDOM. (year one)	M	Yes	standard	

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B9.12	Contracts and Contractor Data Entry: Abacus integrates Contracts within the PMA strategy. Abacus implements Contract/Contractors Data Entry Module improvements for Contractors to enter data. Requires further integration into both the User and PMA modules. (year one)	M	Yes	standard	
B9.13	process. The State may consider accelerating targeted deliverables requiring additional Abacus resources or subcontracting. The Optional Services include: • Moving Year 2 and/or Year 3 enhancements into Year 1. • Cognos Consulting Services for data and reporting needs • Esri ArcGIS Consulting Services for associated mapping needs • WISDOM Web Designer Consulting Services for designing the key areas of WISDOM • WISDOM Graphics Services for WISDOM images. (year one)	O	Yes	standard	If required only
B9.14	Abacus shall provide enhancements for: New Dashboard Modules • Emergency Module • Hospital Performance Module Other Enhancements: • PMA Phase II (Part A) • Publications Module • Dashboard Improvements • MyWISDOM and Home Page Improvements • RStudio Content Type	M	Yes	standard	

BUSINESS REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
B9.15	Pooled Funding Enhancements and Transition Services (year three) Abacus shall provide enhancements for: New Dashboard Modules • Data Source Module • Custom (DIY) Health Dashboard Module • Custom (DIY) Reports Other Enhancements: • PMA Phase II Deliverables - Part B • New Content Type Transition Services: • Transition for hosting, supporting, and maintaining WISDOM	M	Yes	standard	
B9.16	Abacus shall provide 3rd party Security Testing including penetration testing. (Year1, Year 2, Year 3)	M	Yes	standard	

APPLICATION REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
GENERAL SPECIFICATIONS					
A1.1	Ability to access data using open standards access drivers (please specify supported versions in the comments field).	M	Yes		JDBC driver
A1.2	The system software adheres to open standards and is not proprietary.	M	Yes		
A1.3	The database platform adheres to open standards.	M	Yes		
A1.4	The Solution must comply with Open Standards as specified in RSA 21-R:10 and 21-R:13, including but not limited to Open Data Formats.	M	Yes		
A1.5	Solution does not require any desktop client or plug-ins to be installed.	O	Yes		Only desktop User set-up is browser configuration in supported browsers including IE 8/9, Firefox, Safari, Google Chrome
A1.6	Web-based compatible and in conformance with the following W3C standards:	M	Yes		
A1.7	XHTML 1.0	M	Yes		
A1.8	CSS 2.1	M	Yes		
A1.9	XML 1.0 (fourth edition)	M	Yes		
A1.10	Ability to operate in a virtual environment, with VMWare.	M	yes		WISDOM operates in an AWS virtual environment
A1.11	Compatibility with EMC Networker for managing backups.	M	Yes		WISDOM is compatible with the AWS EMC networker
A1.12	Operates on an Oracle/Linux or Microsoft SQL database platform	M	Yes		
APPLICATION SECURITY					
A2.1	Verify the identity of or authenicate all of applications, services, and processes before allowing use of the System to prevent access to inappropriate or confidential data or services.	M	Yes		

APPLICATION REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
A2.2	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services. .	M	Yes		Identity and authentication for all users, with the exception of public users
A2.3	Enforce unique user names.	M	Yes		
A2.4	Enforce complex passwords for Administrator Accounts of ten characters or more in accordance with DoIT's statewide *User Account and Password Policy*	M	Yes		
A2.5	Enforce the use of complex passwords for general users using capital letters, numbers and special characters.	M	Yes		
A2.6	Encrypt passwords in transmission and at rest within the database.	M	No	Future	Enhancement to be completed within first quarter.
A2.7	Expire passwords after 90 days.	M	No	Future	Enhancement to be completed within first quarter.
A2.8	Authorize users and client applications to prevent access to inappropriate or confidential data or services.	M	Yes		
A2.9	Provide ability to limit the number of people that can grant or change authorizations.	M	Yes		
A2.10	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes		

APPLICATION REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
A2.11	Ensure application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project)) The minimum testing level required is the equivalent of Trustwave's Tier 3 Application Test: Targeted Threat—This test will simulate a targeted attack executed by a skilled, patient attacker that has targeted a specific organization. This class of attacker will expend significant effort trying to compromise an organization's systems.	M	Yes		Abacus is not responsible for mitigating Cognos Application security flaws. Abacus shall be responsible for all costs associated with making fixes identified by application security testing. Abacus shall subcontract with a 3rd Party Vendor similar to TrustWave upon approval of the State. Abacus and 3rd party vendor shall engage and work with DoIT before, during and after the testing.
A2.12	The application shall not store authentication credentials or sensitive Data in its code.	M	Yes		Abacus is not responsible for mitigating Cognos Application security flaws. Abacus shall be responsible for all costs associated with making fixes identified by application security testing. Abacus shall subcontract with a 3rd Party Vendor similar to TrustWave upon approval of the State. Abacus and 3rd party vendor shall engage and work with DoIT before, during and after the testing.

APPLICATION REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
A2.13	Audit all attempted accesses that fail identification, authentication and authorization requirements	M	Yes		
A2.14	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	M	Yes		
A2.15	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Yes		
A2.16	Do not Software and System Services for anything other than their designed for use	M	Yes		
A2.17	The application Data shall be protected from unauthorized use when at rest	M	Yes		
A2.18	Keep any sensitive Data or communications private from unauthorized individuals and programs.	M	Yes		
A2.19	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M	Yes		
A2.20	Create change management documentation and procedures.	M	Yes		

TESTING

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
APPLICATION SECURITY TESTING					
T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	M	Yes		
T1.2	The Vendor shall be responsible for security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M	Yes		
T1.3	Test for Identification and Authentication; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users.	M	Yes		
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network.	M	Yes		
T1.5	Test for encryption; supports the encoding of data for security purposes.	M	Yes		
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system.	M	Yes		
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network.	M	Yes		
T1.8	Test the Digital Signature; guarantees the unaltered state of a file.	M	Yes	Future	Certificates will be implemented as part of the contract
T1.9	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M	Yes		The account and user management will be enabled for AWS services and within the WISDOM application. This will not include the user account management within the State network.
T1.10	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network.	M	Yes		

TESTING					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
T1.11	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system.	M	Yes		
T1.12	Test Input Validation; nsures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.	M	Yes		
T1.13	Provide the State with validation of 3rd party penetration testing performed on the application and system environment.	M	Yes		
T1.14	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M	Yes		
STANDARD TESTING					
T2.1	The Vendor must test the software and the system using an industry standard and State approved testing methodology as more fully described in Part 3, Exhibit F.	M	Yes		
T2.2	The Vendor must perform application stress testing and tuning as more fully described in Part 3, Exhibit F, Section 1.7.	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
OPERATIONS					
H1.1	Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M	Yes		
H1.2	State access will be via VPN or Web Browser.	M	Yes		
H1.3	At the State's option, authorized third parties may be given limited access by the Vendor to certain levels of the State's system through the VPN or through a separate network connection that meets the Vendor's specifications.	M	Yes		
H1.4	At a minimum, the System should support this client configuration; Internet Explorer 6, and 128 bit encryption.***At a minimum, the System should support this client configuration; Pentium 4, 630/3.0GHz PC, Microsoft Windows 7, Internet Explorer 7 and above, and 128 bit encryption.	M	No		For public facing interfaces, vendor will assure compatibility with the following popular browsers: IE8 and above will be supported Firefox Chrome Safari
H1.5	The State will be responsible for equipment, labor, and /or services necessary to set-up and maintain the Internet connectivity at the State and/or other third party sites.	M	Yes		
H1.6	Vendor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Vendor, ex: bandwidth, network outages and /or any other conditions arising on the State's internal network or, more generally, outside the Vendor's firewall or any issues that are the responsibility of the State Internet Service Provider.	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H1.7	Vendor shall provide a secure Class A Data Center providing equipment (including dedicated servers), an on-site 24/7 system operator, managed firewall services, and managed backup Services.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.8	Data Center Air Conditioning – used to control temperature and humidity in the Data Center. Temperature ranges shall be between 68 and 75 °F.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.9	Data Center Humidity shall be non-condensing and be maintained between 40-55% with a maximum dew point of 62 °F.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.10	Data Center Backup Power – uninterruptible power supplies shall be sized to sustain computer systems and associated components for, at a minimum, the amount of time it takes for a backup generator to take over providing power. Where possible, servers shall contain redundant power supplies connected to commercial power via separate feeds.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.11	Data Center Generator – shall be sufficient to sustain computer systems and associated components for, at a minimum, the amount of time it takes for commercial power to return. Fuel tanks shall be large enough to support the generator at -full load for a period not less than 1 ½ days of operation.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.12	Data Center Floor – A raised floor is required for more uniform air circulation in the form of a plenum for cold air as well as to provide space for power cabling and wetness monitoring.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.13	Data Center Fire Protection System – fire detectors in conjunction with suppression gaseous systems must be installed to reduce the risk of loss due to fire.	M	Yes		Per our agreement with Amazon AWS hosting services.

HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H1.14	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M	Yes		Per our agreement with Amazon AWS hosting services.
H1.15	Vendor must monitor the application and all servers.	M	Yes		
H1.16	Vendor shall manage the databases and services on all servers located at the Vendor's facility.	M	Yes		Abacus will manage the database servers located in AWS
H1.17	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M	Yes		
H1.18	Vendor shall monitor System, security, database,and application logs.	M	Yes		
H1.19	Vendor shall manage the sharing of data resources.	M	Yes		
H1.20	Vendor shall manage daily backups, off-site data storage, and restore operations.	M	Yes		
H1.21	The Vendor shall monitor physical hardware.	M	Yes		
H1.22	The Vendor shall immediately report any breach in security to the State of New Hampshire.	M	Yes		
DISASTER RECOVERY					
H2.1	Vendor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire.	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H2.2	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	Yes		
H2.3	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	Yes		
H2.4	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes		
H2.5	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M	Yes		
H2.6	Scheduled backups of all servers must be completed regularly. At a minimum, Amazon servers shall be backed up nightly, with one daily, one weekly, and one monthly backup stored in a secure location to assure data recovery in the event of disaster.	M	Yes		
H2.7	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	Yes		
H2.8	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Yes		Backups are provided by AWS services
H2.9	If State data is personally identifiable, data must be encrypted in the operation environment and on back up tapes.	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H2.10	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	M	Yes		
NETWORK ARCHITECTURE					
H3.1	The Vendor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this RFP, adequate performance is defined as 99.9% uptime, exclusive of the regularly scheduled maintenance window.	M	Yes		Per our agreement with Amazon AWS hosting services.
H3.2	The Vendor shall provide network redundancy deemed adequate by the State by assuring redundant connections provided by multiple Internet Vendors, so that a failure of one Internet connection will not interrupt access to the State application.	M	Yes		Per our agreement with Amazon AWS hosting services.
H3.3	Where redundant connections are not provided, then the Internet Vendor who provides the Internet service to the Vendor must have their service supplied by a provider(s) that has multiple feeds to ensure that a failure in one of the larger carriers will not cause a failure of the State's Service.	M	Yes		Per our agreement with Amazon AWS hosting services.
H3.4	The Vendor' network architecture must include redundancy of routers and switches in the Data Center.	M	Yes		Per our agreement with Amazon AWS hosting services.
H3.5	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	M	Yes		Per our agreement with Amazon AWS hosting services.

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
HOSTING SECURITY					
H4.1	The Vendor shall employ security measures ensure that the State's application and data is protected.	M	Yes		
H4.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes		
H4.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection.	M	Yes		Per our agreement with Amazon AWS hosting services.
H4.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability.	M	Yes		
H4.5	In the development or maintenance of any code, the Vendor shall ensure that the Software is independently verified and validated using a methodology determined appropriate by the State. All software and hardware shall be free of malicious code.	M	Yes		
H4.6	The Vendor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	M	Yes		
H4.7	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the Vendor' hosting infrastructure and/or the application.	M	Yes		
H4.8	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	Yes		

HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
H4.9	The Vendor shall perform security audits, including vulnerability assessments, of the Vendor's hosting infrastructure and/or the application.	M	Yes		
H4.10	Logging should go to centralized logs server for security reasons. Logs should include System, Application, Web and Database logs.	M	Yes		
H4.11	The operating system and the data base should be built and hardened wherever possibe to guidelines set forth by:CIS (Center Internet Security), NIST, and NSA.	M	Yes		
H4.12	The Vendor must provide reports to validate that redundancy is in fact in place and backup/restores are functioning.	M	Yes		
H4.13	The Vendor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Vendor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to the State.	M	Yes		
SERVICE LEVEL AGREEMENT					
HS.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes		
HS.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes		
HS.3	Repair or replace the hardware or Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #.	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
HS.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday thru Friday ET (Eastern Time);	M	Yes		
HS.5	The Vendor response time for support shall conform to the specific deficiency class as described below: o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - Important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M	Yes		The Abacus Team shall provide on-call support for Class A Deficiencies on all holidays observed by Abacus that are regular business days for the State (8am – 5pm EST, Monday through Friday).
HS.6	As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following: · a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; · b. Class B & C Deficiencies –The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract;	M	Yes		

HOSTING-CLOUD REQUIREMENTS

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
HS.7	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes		
HS.8	The Vendor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	M	Yes		
HS.9	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes		
HS.10	The Vendor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes		
HS.11	The Vendor shall guarantee 99.9% uptime, exclusive of the regularly scheduled maintenance window.	M	Yes		
HS.12	If The Vendor is unable to meet the 99.9% uptime requirement, The Vendor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.	M	Yes		
HS.13	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes		
HS.14	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes		
HS.15	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc, shall be applied within sixty (60) days of release by their respective manufacturers.	M	Yes		Per our agreement with Amazon AWS hosting services.

HOSTING-CLOUD REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
HS.16	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including operating system patches; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	Yes		
HS.17	The Vendor shall provide the State with a personal secure FTP site to be used the State for uploading and downloading files.	M	Yes		

SUPPORT & MAINTENANCE REQUIREMENTS

State Requirements			Abacus		
Req #	Requirement Description	Criticality	Abacus Response	Delivery Method	Comments
MAINTENANCE REQUIREMENTS					
S1.1	Abacus' System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	standard	
S1.2	Abacus provides ongoing upgrades for patches, software upgrades, and handling of browser versions.	M	Yes	standard	
S1.3	Abacus manages daily backup and restore operations for all related data (applications, images, videos, and databases).	M	Yes	standard	
S1.4	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	standard	
S1.5	Repair or replace the hardware or Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	standard	
S1.6	Abacus will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	M	Yes	standard	
S1.7	Abacus shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;	M	Yes	standard	
S1.8	For all maintenance Services calls, Abacus shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency reSolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;	M	Yes	standard	

SUPPORT & MAINTENANCE REQUIREMENTS

	State Requirements		Abacus		
Req #	Requirement Description	Criticality	Abacus Response	Delivery Method	Comments
	YEAR 1 - MAINTENANCE ENHANCEMENTS (MINOR)				
S2.1	Abacus provides ongoing upgrades for patches, software upgrades, and handling of browser versions.	M	Yes	standard	
S2.2	Abacus provides server performance analysis and subsequent recommendation for the Amazon Web Services (AWS) cloud hosting.	M	Yes	standard	
S2.3	Using a Change Order Process, Abacus shall provide software services for minor enhancements.	M	Yes	standard	
	SUPPORT SERVICE REQUIREMENTS				
S3.1	The State shall have unlimited access, via phone or Email, to Abacus technical support staff between the hours of 8:00am to 5:00 pm - Monday thru Friday EST;	M	Yes	standard	
S3.2	Abacus response time for support shall conform to the specific deficiency class as described in Attachment 1 HS.5 & HS.6.	M	Yes	standard	
S3.3	Abacus must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	M	Yes	standard	
WARRANTY SERVICES					
S4.1	Maintain the System Software in accordance with the Specifications and Terms of the Contract;	M	Yes	standard	
S4.2	Repair or replace the System Software or any portion thereof so that the System operates in accordance with the Specifications, terms and requirements of the Contract;	M	Yes	standard	

SUPPORT & MAINTENANCE REQUIREMENTS

State Requirements			Abacus		
Req #	Requirement Description	Criticality	Abacus Response	Delivery Method	Comments
S4.3	Abacus shall have available to the State on-call telephone/email assistance, with issue tracking available to the State: a. Class A Deficiencies - Abacus shall have available to the State email/telephone assistance, with issue tracking available to the State during regular business hours (8am – 5pm ET (Eastern Time), Monday through Friday) with an email/telephone response within two (2) hours of request. b. Class B Deficiencies –The State shall notify Abacus of such Deficiencies during regular business hours and Abacus shall respond back within seventy-two hours with notification of planned corrective action; and, b. Class C Deficiencies –The State shall notify Abacus of such Deficiencies during regular business hours and Abacus shall respond back within four (4) business days with notification of planned corrective action.	M	Yes	standard	The Abacus Team shall provide on-call support for Class A Deficiencies on all holidays observed by Abacus that are regular business days for the State (8am – 5pm EST, Monday through Friday).
S4.4	Maintain a record of the activities related to warranty repair or maintenance activities performed for the State;	M	Yes	standard	
S4.5	For all Warranty Service calls, Abacus shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information; 6) resolved by 7) identifying number i.e. work order number; 8) issue identified by.	M	Yes	standard	
S4.6	Abacus must work with the State to identify and troubleshoot potentially large-scale Software failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems;	M	Yes	standard	

SUPPORT & MAINTENANCE REQUIREMENTS

State Requirements			Abacus		
Req #	Requirement Description	Criticality	Abacus Response	Delivery Method	Comments
S4.7	All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by Abacus no later than 5 business days, unless specifically extended in writing by the State, and at no additional cost to the State.	M	Yes	standard	

PROJECT MANAGEMENT

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
PROJECT MANAGEMENT					
P1.1	Abacus shall participate in an initial project kick-off meeting to initiate the Project.	M	Yes	standard	
P1.2	Abacus shall submit a finalized Master Work Plan (including milestones) within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the schedule, tasks, deliverables, critical events, task dependencies, and payment schedule. The plan shall be updated no less than every two weeks.	M	Yes	standard	
P1.3	Abacus shall submit an enhancement Work Plan prior to the start of each major software deliverable listed in Exhibit B. The major software deliverable workplan area may combine multiple deliverables into each Work Plan. The Work Plan shall include, without limitation, a detailed description of the schedule, tasks, deliverables, critical events, task dependencies. The plan shall be updated no less than every two weeks.	M	Yes	standard	
P1.4	Abacus shall provide Project Staff as specified in the Contract.	M	Yes	standard	
P1.5	Abacus shall retain qualified staff to provide WISDOM maintenanance and support.	M	Yes	standard	
P1.6	Abacus Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.	M	Yes	standard	
P1.7	Abacus shall provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.	M	Yes	standard	
P1.8	All user, technical, and system documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation. Documentation shall be maintained in a mutually agreeable format and location.	M	Yes	standard	

PROJECT MANAGEMENT					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
P1.9	Abacus shall provide web conferencing capability for daily meeting with the WISDOM Technical Team (at no cost to the State). Abacus shall provide web conferencing (at no cost to the State) allowing WISDOM Technical Team to: • Train WISDOM Users • Demo WISDOM • Meet with Health Partners • Troubleshooting remote user issues	M	Yes	standard	

SOFTWARE DEVELOPMENT					
State Requirements			Vendor		
Req #.	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
SOFTWARE DEVELOPMENT					
SD1.1	Abacus shall provide systems development life cycle services for WISDOM Software Modifications and Updates.	M	Yes	standard	
SD1.2	Abacus shall provide Project Management and Analysis Services for Software Modifications and Updates.	M	Yes	standard	
SD1.3	Abacus shall provide quality assurance testing (unit, integration and regression) of software enhancements prior to deploying code into the User Acceptance Testing Environment.	M	Yes	standard	
SD1.4	Abacus shall provide a walkthrough or training on all deliverables to the DHHS WISDOM Technical Team.	M	Yes	standard	
SD1.5	Abacus shall provide code deployment into User Acceptance Testing (UAT) for business user verification and approval prior to deployment into Production.	M	Yes	standard	
SD1.6	Abacus shall provide production application and database backups prior to deploying production modifications and restores back to the original if necessary.	M	Yes	standard	
SD1.7	Abacus shall provide continued integration, support and maintenance to the existing functionality impacted by new Software Modifications and Updates.	M	Yes	standard	
SD1.8	Abacus shall provide continued integration of security, search, administration, content manager and auditing functionality for Software Modifications and Updates.	M	Yes	standard	

SOFTWARE DEVELOPMENT

State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
SD1.9	Abacus shall provide stress and load testing and implements improvements after each major release.	M	Yes	standard	
SD1.10	Abacus shall provide an Incident Management Application (JIRA) for tracking incidents.	M	Yes	standard	
SD1.11	Abacus shall provide System Administration Documentation, including Documentation for new Updates and Enhancements, System manuals, System Diagrams and System Operations functions.	M	Yes	standard	
SD1.12	Abacus shall provide Documentation electronically, in a format mutually agreed to by Abacus and the State.	M	Yes	standard	
SD1.13	Abacus shall provide Warranty Services on new System Updates and requested Enhancements; the Warranty Period shall remain in effect until 90 days after the end of the Contract.	M	Yes	standard	
SD1.14	Software development projects shall conform to a software development methodology including but not limited to: • Creating a Work Plan • Analysis & code development • Unit, integration, regression testing and test plans • Train Wisdom Technical Team • User Acceptance Testing (UAT) Approval • Deployment Plan • Production Deployment • Incident Management • Documentation • Acceptance of Production Implementation • 90 Day Warranty • Acceptance of Enhancement(s)	M	Yes	standard	

New User Creation

1. Operations Admin (OA) receives info regarding new Abacus employee (New User) via email from Recruiting Manager
    1.1. OA contacts Vision Computer Solutions, our IT services provider, to create a new email address and password for the New User
        1.1.1. OA will request (NewUser@abacusservice.com) as new email
        1.1.2. OA will request password "welcome1" as default
        1.1.3. OA will receive response from Vision
            1.1.3.1. New email and password have been created, according to OA request, or
            1.1.3.2. Email address is already taken;
                1.1.3.2.1. OA proposes different email address
        1.1.4. OA will request Vision to add New User email to hydteam group email, if New User is located in India
    1.2. OA contacts ShoreTel phone services to create a phone number for New User
        1.2.1. OA sets new phone password to 23739 as default
    1.3. OA logs in to JobDiva, and clicks on Settings > My Team > Add User
        1.3.1. OA enters First Name, Last Name, Email, default password, company address, work phone number, and Shoretel (phone) default password of New User as required;
            1.3.1.1. If no job title is provided, OA assumes New User is a Recruiter
            1.3.1.2. ShoreTel password required to allow call center function (ability for JobDiva to tie in to incoming calls and pull up caller info if candidate is in database, or believe they will be logged into Job Diva and select the candidates phone number, this connects to their softphone and they can makes calls) to work
            1.3.1.3. clicks on "Register" button to save information;
    1.4. OA goes to Settings > My Team > Users, searches for New User name, and assigns a user role to New User
        1.4.1. User Role Options:
            1.4.1.1. User Status checkbox:
                1.4.1.1.1. Active: (checked) allows User to log in using email stored in profile
                1.4.1.1.2. Inactive: (unchecked) removes access to User
            1.4.1.2. User:
                1.4.1.2.1. Can access own profile
                1.4.1.2.2. Cannot set their role or certain permissions
            1.4.1.3. Recruiter: allows users to perform most functions and reports,
                1.4.1.3.1. setting up search criteria,
                1.4.1.3.2. perform candidate submittal,
                1.4.1.3.3. Create hotlist of resumes
                1.4.1.3.4. Receive feedback from clients regarding resumes on hotlist
            1.4.1.4. Recruiting Manager:
                1.4.1.4.1. assigns Recruiter to a job;
                1.4.1.4.2. services the job by setting up search criteria,
                1.4.1.4.3. perform candidate submittal, etc.
            1.4.1.5. Sales:
                1.4.1.5.1. all Recruiter functions;
                1.4.1.5.2. Salesperson appears differently on reports, especially those sorted by Salesperson
            1.4.1.6. Team Leader:
                1.4.1.6.1. Adding user fields, qualifications, and overall in charge of making modifications to JobDiva
                1.4.1.6.2. Default permissions:
                    1.4.1.6.2.1. Allow Managing Harvesters' Criteria and Profiles

1.4.1.6.2.1.1. Has access to Setting>Connect>Job Boards
1.4.1.6.2.1.2. Can modify job board account profiles
1.4.1.6.2.1.2.1. Access login information,
1.4.1.6.2.1.2.2. Access harvester schedules
1.4.1.6.2.1.2.3. Access limits
1.4.1.6.2.2. Allow Managing VMS Web Sites
1.4.1.6.2.2.1. Grants access to Settings>Settings>VMS Synchronization
1.4.1.6.2.2.1.1. Access VMS logins, passwords, user assignments
1.4.1.6.2.3. Allow Managing Other Team Functions
1.4.1.6.2.3.1. Allows user to access Settings>My Team>Profile
1.4.1.6.2.3.2. Allows access to Settings>My Team>Users
1.4.1.6.2.3.3. Allows access to Settings>Customize>UDFs
1.4.1.6.2.3.4. Allows access to Settings>Labels>Company Types
1.4.1.6.2.4. Allow Power Access to Job and Candidate Pages
1.4.1.6.2.4.1. Allows user to delete candidates from the Candidate Viewer screen
1.4.1.6.2.4.2. Allows user to edit search criteria, harvest settings of jobs not assigned to them
1.4.1.6.2.5. Display the Four Daily Email Profile Option
1.4.1.6.2.5.1. User will have the option to receive email notification regarding number of harvested resumes; option will appear as checkbox in their User Profile
1.4.1.6.3. Optional permissions:
1.4.1.6.3.1. Managing harvesters/ criteria only
1.4.1.6.3.1.1. Access Settings>Connect>Job Boards
1.4.1.6.3.1.1.1. Create Evergreen criteria
1.4.1.6.3.1.1.2. May not edit harvester settings and login information
1.4.1.6.3.2. View the Access Log Report and candidate pages
1.4.1.6.3.2.1. Grants ability to view a company-wide report documenting the actions of each user within a specific time range
1.4.1.6.3.2.2. All users may view a personal Access Log Report
1.4.1.6.3.3. Manage job catalogs
1.4.1.6.3.3.1. Grants access to Settings>Templates>Job Catalogs to create or edit Job Catalogs to populate job descriptions and other information from the Job/Agent screen, regardless of assignment
1.4.1.6.3.4. Allow managing mail merge templates
1.4.1.6.3.5. Allow power access to hotlist
1.4.1.6.4. Adding new users/edit users
1.4.1.6.4.1. First and last name
1.4.1.6.4.2. Title
1.4.1.6.4.3. Email and alternate email
1.4.1.6.4.4. Address, city, state, zip, country
1.4.1.6.4.5. Work phone and extension
1.4.1.6.4.6. Home phone
1.4.1.6.4.7. Mobile phone
1.4.1.6.4.8. Division
1.4.1.6.4.9. Cost center
1.4.1.6.4.10. Branch
1.4.1.6.5. May include technical resource person

1.4.1.7. Super User

1.4.1.7.1. With Team Leader Permission, can add/edit users

1.4.1.7.2. May assign specific permissions to the Team Leaders

1.4.1.7.3. Can modify all parts of JobDiva

1.4.1.8. Client: limited access;

1.4.1.8.1. client user can see resumes but not contact information;

1.4.1.8.2. can view a hotlist of resumes created by recruiters

1.4.1.9. Timesheet Approver:

1.4.1.9.1. Receive JobDiva login to review, search, approve/reject, and print submitted Timesheets and Expenses

1.4.1.9.2. Receive email alert to view submitted Timesheets and Expenses

1.4.1.10. Hiring Manager: a client user; is allowed partial access to JobDiva

1.4.1.10.1. Can enter job opening's basic information, like job title, job description

1.4.1.10.2. Selects a Recruiting Manager to service their jobs

1.5. OA sends email to New User with newly created information:

1.5.1. JobDiva log in ID and temporary password

1.5.2. ShoreTel (phone) log in information

2. OA receives email to add in-house Abacus employee (non-Recruiter)

2.1. OA receives request to create JobDiva account for New User

2.2. OA receives request to set up Outlook account

2.3. OA receives request to phone

2.4. OA receives request to set up Brosix account

3. OA receives email to add new client

4. OA receives email to add new TimeSheet Approver (see ATS Replacement Project>Reference materials >JobDiva TimeKeeper Module and Workflow #2013102804)