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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF ECONOMIC STABILITY

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

Lori A. Weaver
Commissioner

Karen E. Hebert
Director

November 25, 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 Economic Stability, to enter into a **Sole Source** amendment to an existing project agreement with MTX Group, Inc. (VC #346414), Frisco, TX, utilizing Statewide contract 8002971 under the Department of Administrative Services Statewide Master Agreements for Salesforce Professional Services, to provide continued help desk support, maintenance services, and enhancements to the New Hampshire Connections Information System, by increasing the price limitation by $1,435,590 from $6,049,991 to $7,485,581 and by extending the completion date from December 31, 2024 to December 31, 2025, effective January 1, 2025, upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 21, 2022, item #23; amended on May 3, 2023, item #17; amended on September 20, 2023, item #29; and most recently amended on September 25, 2024, item #32.

Funds are available in the following account(s) 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.

05-95-042-421110-24290000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, ARPA CHILD CARE CCDF

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2023	102-500731	Contracts for Prog Svc	42117772	$2,776,616	$0	$2,776,616
2024	102-500731	Contracts for Prog Svc	42117772	$675,887	$0	$675,887
			Subtotal	*$3,452,503*	*$0*	*$3,452,503*

05-95-42-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	074-500589	Welfare Assistance	42117790	$1,800,000	$0	$1,800,000
2025	074-500589	Welfare Assistance	42117790	$797,488	$874,690	$1,672,178
			Subtotal	*$2,597,488*	*$874,690*	*$3,472,178*

05-95-45-451110-23360000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIV ECONOMIC STABILITY, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2026	074-500589	Welfare Assistance	TBD	$0	$560,900	$560,900
			Subtotal	*$0*	*$560,900*	*$560,900*
			Total	**$6,049,991**	**$1,435,590**	**$7,485,581**

EXPLANATION

This request is **Sole Source** because the Department is seeking to extend the contract completion date beyond the available renewal options, add scope and funding to continue required maintenance and operations for this system. The original project agreement was competitively bid through a Request for Quote process through the Department of Administrative Services. The Contractor currently provides necessary maintenance and enhancements to the New Hampshire Connections Information System (NHCIS), which is a modular online system utilized by the Department and its contractors, families, and child care providers.

The purpose of this request is to allow the Contractor to provide continued maintenance and operations to the NHCIS, help desk support, as well as provide additional developments and enhancements, including:

- Learning Management System (LMS): a comprehensive LMS to integrate with Cornerstone, the Department's existing system. The LMS will offer end-to-end functionality for child care providers ensuring a seamless user experience.
- Professional Development System (PDS) modifications: Introduce a new tile for motivational engagement, with multiple sub-tiles and make necessary logical and significant User Interface (UI) adjustments.

The NHCIS maintains child care resource and referral information that enables families to complete informed searches of child care across the state for children from birth to thirteen (13) years of age. The child care provider community uses the system to access training and professional development resources for child care employees, track program quality recognition and improvement, and manage comprehensive background checks for employee eligibility. The Department's contractors use NHCIS to enter and track professional development offerings and technical assistance initiatives to child care programs. Parents who contact Child Care Aware contractors for assistance in finding child care services utilize NHCIS to meet their family's needs. The NHCIS serves as a central hub for licensing applications, waivers, reporting, and the Department's Child Care Licensing Unit (CCLU) visit information. The NHCIS also collects relevant child care data that can be extracted and analyzed for informed decision-making.

Should the Governor and Council not authorize this request, the Department's NHCIS will not be properly maintained and be at risk of operational deficiencies and disruptions, impacting child care providers, families and other Department contractors.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.575, FAIN #2401NHCCDD

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

Respectfully submitted,

Lori A. Weaver
Commissioner

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

Denis Goulet
Commissioner

December 2, 2024

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

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with MTX Group, Inc., as described below and referenced as DoIT No. 2022-089D.

The purpose of this request is to allow the Contractor to provide continued maintenance and operations to the New Hampshire Connections Information System, help desk support, as well as provide additional developments and enhancements.

The Total Price Limitation shall increase by $1,435,590 for a New Total Price Limitation of $7,485,581, effective upon January 1, 2025, Governor and Council approval through December 31, 2025.

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

Denis Goulet

DG/ra
DoIT #2022-089D

cc: Ken Gagne, IT Manager, DoIT

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

This Amendment to the New Hampshire Connections Information System project agreement is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and MTX Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 21, 2022 (Item #23), as amended on May 3, 2023 (Item #17), as amended on September 20, 2023 (Item #29), and as most recently amended on September 25, 2024 (Item #32), 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:

   December 31, 2025

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

   $7,485,581

3. Add Attachment 5, Additional Scope of Services, which is attached hereto and incorporated by reference herein.

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 January 1, 2025, 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

11/27/2024
Date

DocuSigned by:

Name: Karen Hebert
Title: Division Director

MTX Group, Inc.

11/25/2024
Date

Signed by:
Das Nobel

Name: Das Nobel
Title: Chief Executive Officer

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

OFFICE OF THE ATTORNEY GENERAL

12/2/2024

Date

DocuSigned by:

Robyn Guarino

74E7348...

Name: Robyn Guarino

Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

MTX Group, Inc.
6303 Cowboys Way, Ste. 400
Frisco, Texas 75034

New Hampshire Connections Information System

Phase 4 Amendment 4

Attachment 5, Additional Scope of Services

New Hampshire Department of Health & Human Services

MTX Main Point of Contact:
Ralph Gutierrez
Client Success Executive
516-306-8916
ralph.gutierrez@mtxb2b.com

MTX

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1. Executive Summary

In order to maintain continuous and improved compliance with the U.S. Department of Health and Human Services, Office of Child Care federal requirements, the New Hampshire Department of Health and Human Services (NH DHHS) has asked MTX Group, Inc. (MTX) to extend the operational tools in the New Hampshire Connections Information System (NHCIS).

MTX is pleased to submit this quote for the scope of work described in Section 2, which includes new feature development.

We appreciate the trust that NH DHHS has placed in us and are grateful for the opportunity to provide continued support for the implementation of the Connections Information System.

2. Project Scope

As part of Phase 4 Amendment 4, MTX will develop and deploy a set of new features within the New Hampshire Connections Information System (NHCIS). This will ensure continuous and improved federal compliance for the Bureau of Child Development and Head Start Collaboration, as well as the Child Care Licensing Unit.

New Feature Development

As part of the Phase 4 Amendment 4 scope of work, MTX will develop a set of new features for the New Hampshire Connections Information System (NHCIS). A complete list of these new features is provided below.

1. **Learning Management System (LMS)**
   a. **Implement LMS Development**: MTX will implement a comprehensive LMS system that is new functionality to NHCIS.
   - **Integration with Cornerstone**: It is preferred the existing system, Cornerstone, will be incorporated into the new functionality LMS.
   - **End-to-End Functionality**: The LMS will offer end-to-end functionality for portal users, ensuring a seamless user experience.
2. **Gamification & Rewards (PDS)**
   - **New Parent Tile**: A new parent tile will be introduced under which multiple child tiles will be added.
   - **Logical and UI Changes**: Some of these child tiles will require logical updates and significant UI level changes.

3. Project Approach and Schedule

To accomplish this work, MTX will require 33 weeks. Expected start date of approximately January 6, 2025, we anticipate completing the work by the mid of August 2025.

The project schedule will be finalized during the project plan creation after the Statement of Work is executed by both parties, based on the proposed schedule indicated under the respective workstreams above. The overall schedule will be defined with the business, and a burndown report will be prepared with the Department staff.

Our Approach

The project will be implemented using a hybrid approach, combining both waterfall and agile methodologies. Implementation will occur in phases to align with business and compliance goals. The project team will execute the project phases in iterations of three-week sprint cycles. The product will be developed iteratively in increments using the inspect and adapt model.

Our approach will be:

- **Highly Development Focused**: Ensuring dedicated attention to development activities.
- **Fast, Adaptive, and Flexible**: Quickly responding to changes and adapting as needed.
- **Iterative and Incremental**: Building the product in small, manageable increments.
- **Collaborative**: Promoting self-organization and collaboration across teams.
- **Enhanced Business and User Collaboration**: Leading to better quality results.
- **Maximized Return on Investment (ROI)**: Ensuring the highest possible ROI for the project.

4. Cost Proposal

The fixed price cost for the work outlined herein is **$1,435,590.00**

This fee includes the following cost components:

Service	Fee
Feature Development	$1,069,946.00
UX Audit + Visualization	$365,644.00
Total Cost	**$1,435,590.00**

The $1,435,590.00 fixed fee will be invoiced to DHHS in the increments described below upon written acceptance of milestone attainment.

Milestone	Cost	Projected Invoice date
Sprint 0 - Planning and Discovery	$61,650.00	January, 2025
Sprint 1 - Development, Testing and release to Production	$130,380.00	February, 2025
Sprint 2 - Development, Testing and release to Production	$130,380.00	February, 2025
Sprint 3 - Development, Testing and release to Production	$130,380.00	March, 2025
Sprint 4 - Development, Testing and release to Production	$130,380.00	April, 2025
Sprint 5 - Development, Testing and release to Production	$130,380.00	April, 2025
Sprint 6 - Development, Testing and release to Production	$130,380.00	May, 2025
Sprint 7 - Development, Testing and release to Production	$130,380.00	June, 2025
Sprint 8 - Development, Testing and release to Production	$130,380.00	June, 2025
Sprint 9 - Development, Testing and release to Production	$130,380.00	July, 2025
Sprint 10 - Development, Testing and release to Production	$130,380.00	August, 2025
Post production Support and Documentation	$70,140.00	August, 2025
Total Cost	**$1,435,590.00**	

Assumptions

- MTX pricing does not include Salesforce licensing costs. DHHS will procure these licenses separately, as needed.
- MTX pricing does not include any contract vehicle fees, if required.
- There are no anticipated travel or expenses to perform the Services. If travel is required, DHHS will reimburse MTX for pre-approved travel and expenses.
- Invoices will be issued with net 30 payment terms.
- Changes to project requirements will be strictly managed so as not to compromise delivery plans or project scope.
-

Change Order Process

- This SOW may be amended by mutual agreement of the Parties, evidenced by a written change order signed by both Parties.
- A change order is required for significant changes in scope as defined by NH DHHS.
- The change order will describe:
- Changes in Services provided by MTX
- Changes in the completion schedule
- Changes to assumptions, dependencies, or conditions in the SOW.
- Additional fees for the changes
- Each change order will act as an amendment to this SOW. Upon execution, MTX will provide services per the terms of the SOW.
- All change orders must be agreed upon in writing by both Parties before implementation.
- MTX can make resource level changes to accommodate project needs, provided there is no impact on the overall budget or timeline. These changes require documented acceptance from both MTX and DHHS.

Appendix 1 - Proposed Cost by Feature

LMS System: Develop a new LMS system and incorporate the existing system, Cornerstone. Provide end-to-end functionality for portal users.
 	
• **Skill Mapping and Competency Frameworks**:
  o Identification of skills and competencies required for different career paths
  o Tools to map courses and learning activities to specific skills
  o Competency assessments to gauge current proficiency levels
 	
• **Personalized Learning Paths**:
  o Customizable learning plans based on career goals and skill gaps
  o Recommendations for courses and resources tailored to individual needs
  o Adaptive learning technology that adjusts content based on progress
 	
• **Career Development Tools**:
  o Goal-setting and career planning modules
  o Resources for resume building, interview preparation, and job search strategies
  o Mentorship programs and networking opportunities
 	
• **Job Matching and Opportunities**:
  o Integration with job boards and recruitment platforms
  o Notifications about job openings that match the learner's skills and career goals
  o Internship and apprenticeship opportunities within the platform
  o Qualification verifications
  o Workforce Incentives
 	
• **Career Progression Analytics**:
  o Insights into how learning activities correlate with career advancement
  o Dashboards to visualize career progression over time
  o Data-driven recommendations for further skill development
	33.96%	$487,526.36

Data Migration: Data load of all ACROSS and PTAN Technical Assistance data as they record in excel	2.83%	$40,627.00

Gamification(PDS):
• Certifications and Badges:
  o Industry-recognized certifications to validate skills
  o Digital badges and micro-credentials to showcase achievements
  o Integration with professional networks like LinkedIn to display credentials
  o Professional Development Pathways
	30.19%	$433,404.60

GSQ: • GSQ quality system to be built on previous developments • Align with professional development, training, and technical assistance areas • Evaluate program needs based on quality assessments and licensing findings	5.66%	$81,255.39
Documentation: • Updated/consolidated Data Dictionary, ensure API to EBI is updated as needed • User Guides for Training and TA	1.89%	$27,132.65
UIUX Audit: • MTX will conduct a comprehensive audit on the entire portal, focusing on user	25.47%	$365,644.00

experience (UX). They will identify usability issues. • Based on finding and feedback MTX will create wireframes and mockups.		
Total Application Development Costs	100%	$1,435,590.00

State of New Hampshire
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that MTX GROUP INC is a New York Profit Corporation registered to transact business in New Hampshire on May 24, 2018. 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: 795645

Certificate Number: 0006698715

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 4th day of June A.D. 2024.

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, ______Sultana Nobel____, hereby certify that:
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of ______MTX Group Inc________________________________.
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on __January 5________, 20_24_, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That ______Das Nobel, Chief Executive Officer________________ (may list more than one person)
(Name and Title of Contract Signatory)

is duly authorized on behalf of ___MTX Group Inc________ to enter into contracts or agreements with the State
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

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

Dated:___November 25, 2024

Signature of Elected Officer
Name: Sultana Nobel
Title: Chief Marketing Officer

Docusign Envelope ID: FE26615E-47DC-4FD3-9A92-2CDF7B46807E

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 7/1/2024

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
Roach, Howard, Smith and Barton (RHSB)
8750 N. Central Expressway, Suite 500
Dallas TX 75231

CONTACT NAME: Paula Walters
PHONE (A/C, No, Ext): 972-231-1300 | FAX (A/C, No): 972-231-1368
E-MAIL ADDRESS: pwalters@rhsb.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Great Northern Ins Co	20303
INSURER B : Federal Ins Co	20281
INSURER C : Chubb National Insurance Co.	10052
INSURER D : Indian Harbor Ins Co	36940
INSURER E :	
INSURER F :	

INSURED MTXGROU-01
MTX Group Inc.
6303 Cowboys Way #400
Frisco TX 75034

COVERAGES CERTIFICATE NUMBER: 1179845858 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY; CLAIMS-MADE; X OCCUR; GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY; PRO-JECT; LOC; OTHER:			36079582	7/1/2024	7/1/2025	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY; ANY AUTO; OWNED AUTOS ONLY; SCHEDULED AUTOS; X HIRED AUTOS ONLY; X NON-OWNED AUTOS ONLY			73634699	7/1/2024	7/1/2025	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB; X OCCUR; EXCESS LIAB; CLAIMS-MADE; DED; RETENTION $			78199752	7/1/2024	7/1/2025	EACH OCCURRENCE	$ 20,000,000
							AGGREGATE	$ 20,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N; ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH); If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		71839418	7/1/2024	7/1/2025	X 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
D	E&O/Cyber/Media/Liability			MTP904337203	7/1/2024	7/1/2025	Each Claim Aggregate	5,000,000 5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Per forms 80-02-2367, 16-02-0292, 16-02-0316: General & Auto Liability contain endorsements that provide automatic additional insured status to a person(s) or organization(s) on a primary and non-contributory basis when there is a written contract or agreement between the named insured and person or organization that requires such status.
Per forms 80-02-2000, 16-02-0292, WC 00 03 13, 07-02-0815: General Liability, Auto Liability, Excess Liability and Workers Compensation include an automatic waiver of subrogation when the insured has agreed to waive these rights as part of a written contract or agreement executed prior to loss.
Per form 07-02-0815: With respect to Excess Follow-Form, "the following persons and/or organizations qualify as insureds: other persons or organizations qualifying as an insured in underlying insurance, but not beyond the extent of any limitation imposed under any contract or agreement".
See Attached...

CERTIFICATE HOLDER

State of New Hampshire
Dept. 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

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ARC

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Lori A. Weaver
Commissioner

Karen E. Hebert
Director

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF ECONOMIC STABILITY

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

September 6, 2024

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

REQUESTED ACTION

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Funds are available in the following accounts for State Fiscal Year 2025, 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.

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2025	074-500589	Contracts for Prog Svc	42117814	$600,000	$197,488	$797,488
			Subtotal	***$2,400,000***	***$197,488***	***$2,597,488***
			Total	**$5,852,503**	**$197,488**	**$6,049,991**

EXPLANATION

This request is **Sole Source** because the Department is seeking to extend the completion date beyond the available renewal options and add funding. The original action was competitively bid through a Request for Quote process through the Department of Administrative Services. The Contractor currently provides necessary maintenance and enhancements to the New Hampshire Connections Information System (NHCIS), which is a modular online system used by the Department and its contractors, families, and child care providers. The system maintains child care resource and referral information that enables families to complete informed searches of child care across the state for children from birth up to age thirteen. The child care provider community uses the NHCIS to access training and professional development resources for child care employees; to track program quality recognition and improvement; and to manage comprehensive background record checks for employee eligibility. The Department's Contractors use NHCIS to enter and track Professional Development offerings and technical assistance initiatives to child care programs. Parents who contact Child Care Aware contractors for assistance in finding child care services utilize NHCIS to meet their family's needs. The NHCIS serves as a central hub for licensing applications, waivers, reporting, and the Department's Child Care Licensing Unit (CCLU) visit information.

The Department is only extending for three months at this time to align with the current expiration date of the Department of Administrative Services Statewide Master Agreement for Salesforce Professional Services. The Department intends to present an additional request to further extend this project at a future Governor and Council meeting, contingent upon the Department of Administrative Services extending the Statewide Master Agreements.

The purpose of this request is for the Contractor to provide continued maintenance and operations to the NHCIS and provide the following new developments and enhancements:

- Grants Application: Overhaul the current grants application, including the creation of new applications, updating logic, and implementing matrix-level changes. Import data from prior grants to provide reporting on funding issued to programs over the last several years, use of funding, and types of funding.
- Survey Vista: Develop a custom survey creation application to enable easy survey creation and reporting based on the collected data.

Should the Governor and Council not authorize this request, the Department's NHCIS will not be properly maintained and at risk of operational deficiencies and disruptions, impacting child care providers, families and other Department contractors.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.575, FAIN #2201NHCCDD

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

Respectfully submitted,

Lori A. Weaver
Commissioner

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

Denis Goulet
Commissioner

September 9, 2024

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

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with MTX Group, Inc., as described below and referenced as DoIT No. 2022-089C.

The purpose of this request is to provide continued maintenance services and enhancements to the New Hampshire Connections Information System.

The Total Price Limitation shall increase by $197,488 for a New Total Price Limitation of $6,049,991, effective upon Governor and Council approval through December 31, 2024.

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

Sincerely,

Denis Goulet

Denis Goulet

DG/jd
DoIT #2022-089C

cc: Ken Gagne, IT Manager, DoIT

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

This Amendment to the New Hampshire Connections Information System project agreement is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and MTX Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 21, 2022 (Item #23), as amended on May 3, 2023 (Item #17), and as amended on September 20, 2023 (Item #29), 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:

   December 31, 2024

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

   $6,049,991

3. Add Attachment 4, Additional Scope of Services, which is attached hereto and incorporated by reference herein.

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

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

State of New Hampshire
Department of Health and Human Services

DocuSigned by:

9/9/2024
Date

Name: Karen Hebert
Title: Division Director

MTX Group, Inc.

Signed by:

9/9/2024
Date

Name: Das Nobel
Title: Chief Executive Officer

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

OFFICE OF THE ATTORNEY GENERAL

DocuSigned by:
Robyn Guarino

9/10/2024
Date

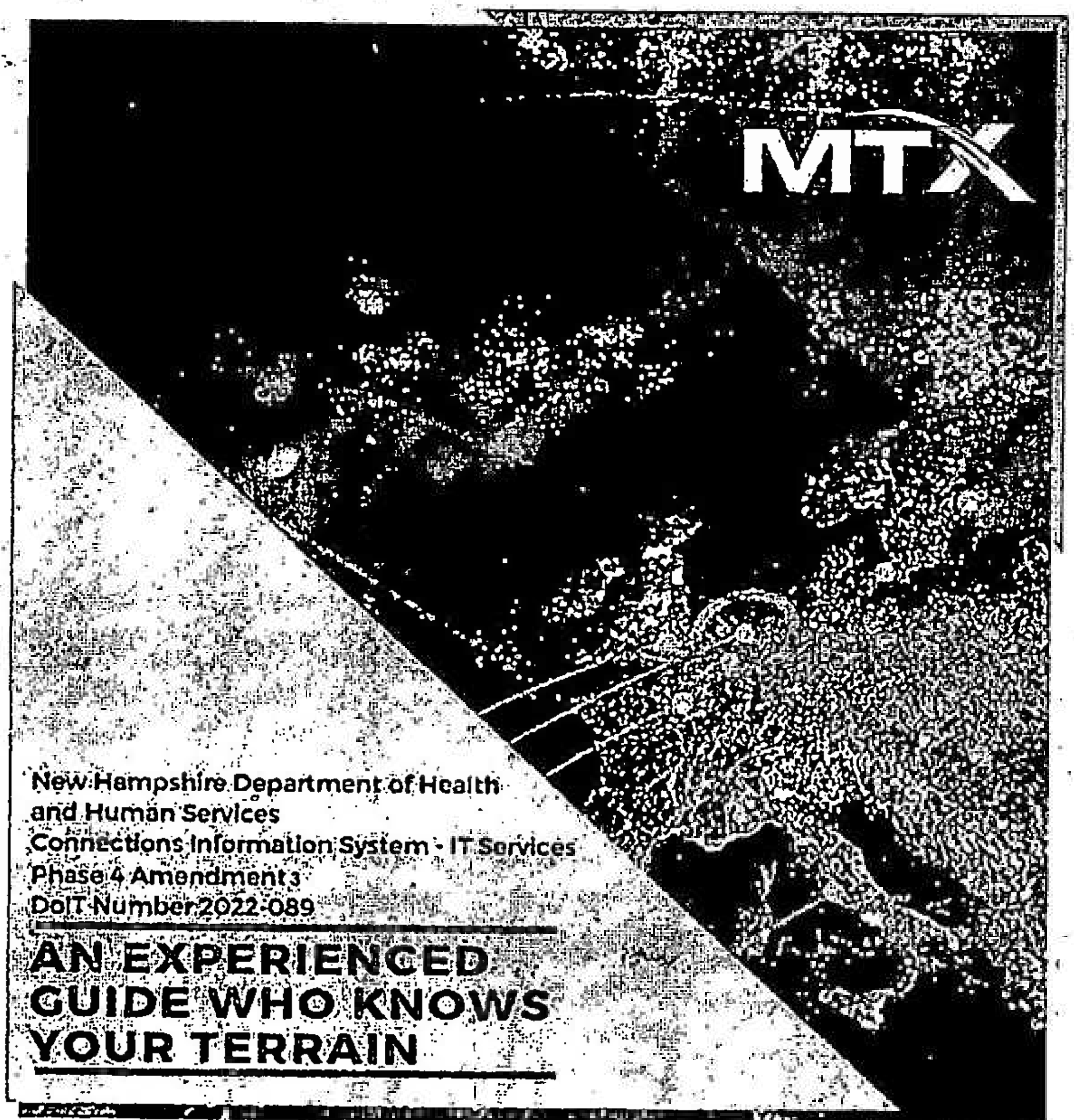
Name: Robyn Guarino
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



MTX GROUP INC.

MTX

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1. Executive Summary

In order to maintain continuous and improved compliance with the U.S. Department of Health and Human Services, Office of Child Care federal requirements, the New Hampshire Department of Health and Human Services (NH DHHS) has asked MTX Group, Inc. (MTX) to extend the operational tools in the New Hampshire Connections Information System (NHCIS).

MTX is pleased to submit this quote for the scope of work described in Section 2, which includes new feature development.

We appreciate the trust that NH DHHS has placed in us and are grateful for the opportunity to provide continued support for the implementation of the Connections Information System.

2. Project Scope

As part of Phase 4 Amendment 3, MTX will develop and deploy a set of new features within the New Hampshire Connections Information System (NHCIS). This will ensure continuous and improved federal compliance for the Bureau of Child Development and Head Start Collaboration, as well as the Child Care Licensing Unit.

New Feature Development

As part of the Phase 4 Amendment 3 scope of work, MTX will develop a set of new features for the New Hampshire Connections Information System (NHCIS). A complete list of these new features is provided below.

1. **Grants Application**
   - **New Applications and Logic:** This includes creating new applications and logic for grants, along with necessary Matrix level changes.
2. **Survey Vista**
   - **Custom Survey Application**: The business will have their own survey creation application.
   - **Ease of Use**: The application will enable users to create surveys easily.
   - **Reporting**: Users will be able to generate multiple reports based on the collected data.

3. Project Approach and Schedule

To accomplish this work, MTX will require 5 weeks. Assuming a start date of approximately November 25th, 2024, we anticipate completing the work by the end of December 2024.

The project schedule will be finalized during the project plan creation after the Statement of Work is executed by both parties, based on the proposed schedule indicated under the respective workstreams above. The overall schedule will be defined with the business, and a burndown report will be prepared with the Department staff.

Our Approach

The project will be implemented using a hybrid approach, combining both waterfall and agile methodologies. Implementation will occur in phases to align with business and compliance goals. The project team will execute the project phases in iterations of three-week sprint cycles. The product will be developed iteratively in increments using the inspect and adapt model.

Our approach will be:

- **Highly Development Focused**: Ensuring dedicated attention to development activities.
- **Fast, Adaptive, and Flexible**: Quickly responding to changes and adapting as needed.
- **Iterative and Incremental**: Building the product in small, manageable increments.
- **Collaborative**: Promoting self-organization and collaboration across teams.
- **Enhanced Business and User Collaboration**: Leading to better quality results.
- **Maximized Return on Investment (ROI)**: Ensuring the highest possible ROI for the project.

4. Cost Proposal

The fixed price cost for the work outlined herein is **$197,488.00**

This fee includes the following cost components:

Service	Fee
Feature Development	$192,032.70
Documentation	$5,455.70
Total Cost	**$197,488.00**

The $197,488.00 fixed fee will be invoiced to DHHS in the increments described below upon written acceptance of milestone attainment.

Milestone	Cost	Projected Invoice date
Sprint 0 - Planning and Discovery	$61,650.00	December, 2024
Sprint 1 - Development, Testing and release to Production	$130,382.70	December, 2024
Post production Support and Documentation	$5,455.70	December, 2024
Total Cost	**$197,488.00**	

Assumptions

- MTX pricing does not include Salesforce licensing costs. DHHS will procure these licenses separately, as needed.
- MTX pricing does not include any contract vehicle fees, if required.
- There are no anticipated travel or expenses to perform the Services. If travel is required, DHHS will reimburse MTX for pre-approved travel and expenses.
- Invoices will be issued with net 30 payment terms.

Change Order Process

- This SOW may be amended by mutual agreement of the Parties, evidenced by a written change order signed by both Parties.
- A change order is required for significant changes in scope as defined by NH DHHS.
- The change order will describe:
- Changes in Services provided by MTX
- Changes in the completion schedule

- Changes to assumptions, dependencies, or conditions in the SOW
- Additional fees for the changes
- Each change order will act as an amendment to this SOW. Upon execution, MTX will provide services per the terms of the SOW.
- All change orders must be agreed upon in writing by both Parties before implementation.
- MTX can make resource level changes to accommodate project needs, provided there is no impact on the overall budget or timeline. These changes require documented acceptance from both MTX and DHHS.

Appendix 1 - Proposed Cost by Feature

Grants Application: Import data from "old" grants to provide reporting on funding issued to programs over the last several years, use of funding, types of funding. Potentially incorporate grants with Survey Vista • Data load of all past grants, amounts to each program, reports to reflect allocation based on region, county, program type, etc	31.11%	$61,443.00
Survey Vista: Develop a custom survey creation application to allow the business to easily create surveys and generate multiple reports based on the data. • Reporting & Dashboard	66.13%	$130,590.00
Documentation: • Updated/consolidated Data Dictionary, ensure API to EBI is updated as needed • User Guides	2.76%	$5,455.70
Total Application Development Costs	100%	$197,488.00

ARC

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF ECONOMIC STABILITY

Lori A. Weaver
Commissioner

Karen E. Hebert
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 16, 2023

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Economic Stability, to enter into a **Sole Source** amendment to an existing project agreement with MTX Group, Inc. (VC# 287674), Frisco, TX, utilizing Statewide contract 8002971 under the Department of Administrative Services Statewide Master Agreements for **Salesforce Professional Services**, for the purposes of providing continued maintenance services and enhancements to the New Hampshire Connections Information System, by increasing the price limitation by $2,400,000 from $3,452,503 to $5,852,503 and extending the contract completion date from June 30, 2024 to September 30, 2024, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 21, 2022, item #23, and amended on May 3, 2023, item #17.

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

05-95-042-421110-24290000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, ARPA CHILD CARE CCDF

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2023	102-500731	Contracts for Prog Svc	42117772	$2,776,616	$0	$2,776,616
2024	102-500731	Contracts for Prog Svc	42117772	$675,887	$0	$675,887
			Subtotal	***$3,452,503***	***$0***	***$3,452,503***

05-95-42-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	074-500589	Grants for Public Asst and Relief	42117814	$0	$1,800,000	$1,800,000
2025	074-500589	Grants for Public Asst and Relief	42117814	$0	$600,000	$600,000
			Subtotal	*$0*	*$2,400,000*	*$2,400,000*
			TOTAL	$3,452,503	$2,400,000	$5,852,503

EXPLANATION

This request is **Sole Source** because the Department is amending the scope of services and adding funding. The original action was competitively bid through a Request for Quote process. The Contractor currently provides necessary maintenance and enhancements to the New Hampshire Connections Information System (NHCIS) in order to comply with state and federal regulations regarding child care licensing, quality initiatives, and families' eligibility for the New Hampshire Child Care Scholarship program.

The NHCIS is a modular online system used by New Hampshire families, child care providers, the Department, and its contractors. The system maintains child care resource and referral information that enables families to complete informed searches of child care across the state for children from birth up to age thirteen (13). The child care provider community uses the NHCIS to access training and professional development resources for child care employees; tracks program quality recognition and improvement; manages comprehensive background record checks for employee eligibility; and serves as a central hub for licensing applications, waivers, reporting, and Child Care Licensing Unit (CCLU) visit information.

This contract and subsequent amendments follow an "agile development" methodology. This is a well-known technological development process that responds to required changes by conducting continuous incremental improvements through small and frequent releases. The term "agile" is most commonly associated with software development as a project management methodology. Agile allows for flexibility in the prioritization and changes to developments, using checkpoints for possible realignment and adaptation of those developments. This methodology is especially beneficial for complex projects where the business requirements evolve during the project in response to stakeholder needs and new requirements from federal partners, such as the Administration for Children and Families, Office of Child Care.

The purpose of this request is for the Contractor to provide new features and continued maintenance and operations to the NHCIS. The Contractor will provide a solution for online payments for child care providers, and a parent portal with family resources and feedback tools, oversight and updates on trainings for compliance, and a community and family needs assessment. Additionally, the Contractor will implement federal requirements for background record checks into the NHCIS. The Contractor will provide enhancements to improve CCLU visits and regulations through system utilization, faster eligibility determination for background checks, updates to training application for better information and enrollment, and expanded search criteria for families.

Additionally, the Contractor will extend Help Desk support for an additional four (4) months, from May 2024 through September 2024, and will extend the managed services for the system for an additional eighteen (18) months.

Should the Governor and Council not authorize this request, the Department will be less effective in providing essential services to families regarding child care access, resources, quality, and child health and development, and in educating and training the child care provider community. Additionally, without this amendment, the Department's efforts to support the child care workforce will be hindered and will not be in compliance with federal requirements related to licensing.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number 93.575; FAIN 2201NHCCDD.

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

Respectfully submitted,

Lori A. Weaver
Commissioner

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

Denis Goulet
Commissioner

August 28, 2023

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

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with MTX Group, Inc., as described below and referenced as DoIT No. 2022-089B.

The purpose of this request is to develop and implement a comprehensive evaluation of the Removable Prosthodontic to provide continued maintenance services and enhancements to the New Hampshire Connections Information System (NHCIS).

The Total Price Limitation will increase by $2,400,000; for a New Total Price Limitation of $5,852,503, effective upon Governor and Council approval through September 30, 2024.

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

Sincerely,

Denis Goulet

Denis Goulet

DG/jd
DoIT #2022-089B

cc: Mike Williams, IT Manager

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

This Amendment to the New Hampshire Connections Information System project agreement is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and MTX Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 21, 2022 (Item #23), as amended on May 3, 2023 (Item #17), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, 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. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
   $5,852,503
2. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
   September 30, 2024
3. Add Attachment 3, Additional Scope of Services, which is attached hereto and incorporated by reference herein.

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

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

State of New Hampshire
Department of Health and Human Services

8/29/2023
Date

DocuSigned by:
Karen Hebert
Name: Karen Hebert
Title: Division Director

MTX Group, Inc.

8/29/2023
Date

DocuSigned by:
Das Nobel
Name: Das Nobel
Title: Chief Executive Officer

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

OFFICE OF THE ATTORNEY GENERAL

8/30/2023
Date

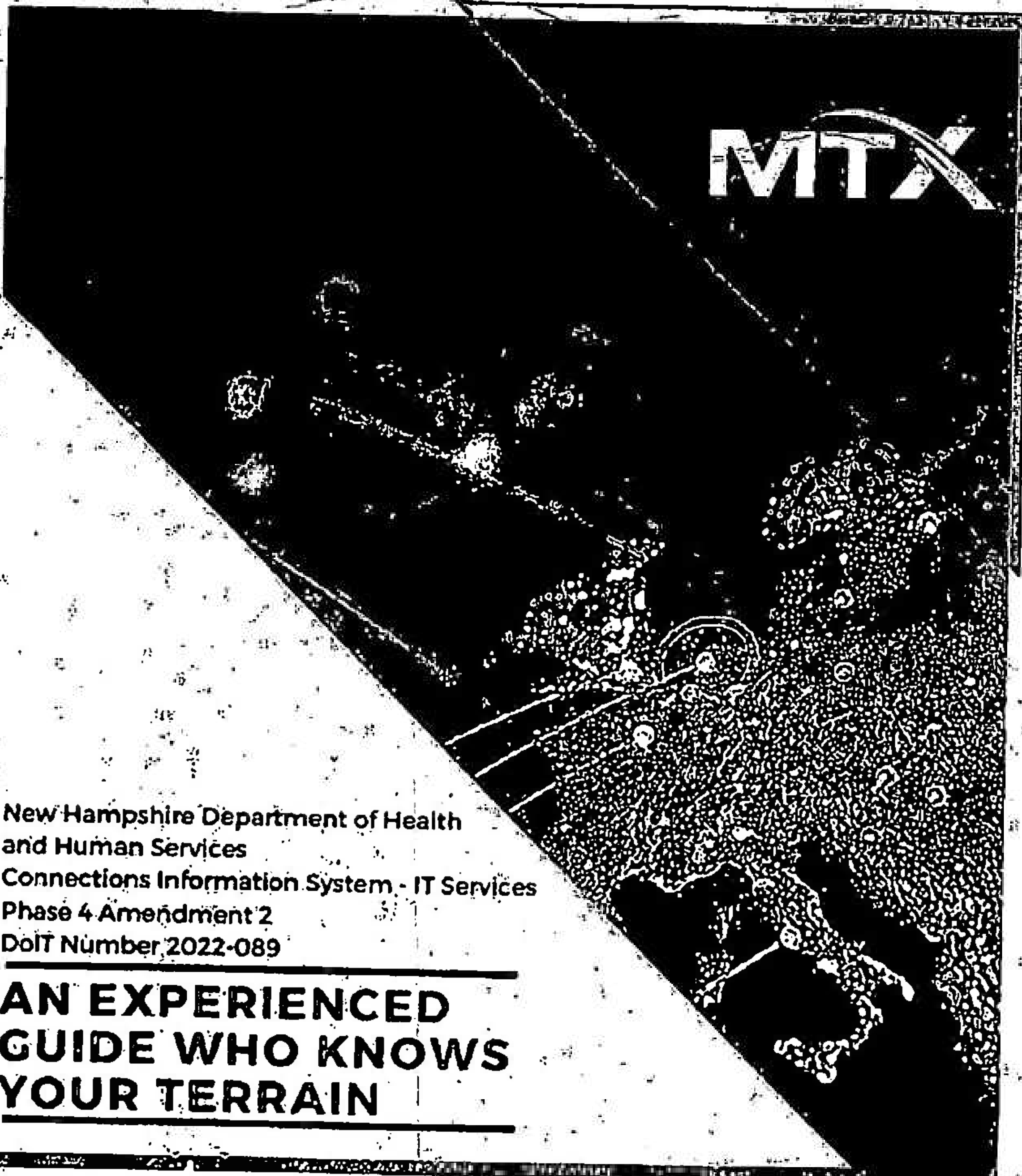
DocuSigned by:
Robyn Guarino
Name: Robyn Guarino
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



New Hampshire Department of Health
and Human Services
Connections Information System - IT Services
Phase 4 Amendment 2
DoIT Number 2022-089

AN EXPERIENCED GUIDE WHO KNOWS YOUR TERRAIN

MTX GROUP INC.

Charles McCarthy
978-460-2054
charles.mccarthy@mtxb2b.com
www.MTXB2B.com

6303 Cowboys Way, Suite 400
Frisco, Texas 75034

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1. Executive Summary

In order to maintain continuous and improved compliance with the U.S. Department of Health and Human Services, Office of Child Care federal requirements, New Hampshire Department of Health and Human Services (NH DHHS) has asked MTX Group, Inc. (MTX) to extend the operational tools in New Hampshire Connections Information System (NHCIS).

MTX is pleased to submit this quote for the scope of work described in Section 2, which includes new feature development and ongoing support of the system.

We appreciate the trust that NH DHHS has put in us and are thankful for the opportunity to provide continued support for the Connections Information System implementation.

2. Project Scope

As part of the Phase 4 Amendment 2, MTX will develop and deploy a set of new features within the New Hampshire Connections Information System (NHCIS), as well as extend services designed to support its ongoing operation. This will ensure continuous and improved federal compliance for the Bureau of Child Development and Head Start Collaboration and the Child Care Licensing Unit.

New Feature Development

As part of the Phase 4 Amendment 2 scope of work, MTX will develop a set of new features for the New Hampshire Connections Information System (NHCIS). A subset of these new features is listed below. Note that a complete list of all features and the payment solution diagram is provided in Appendix 1 and Appendix 2, respectively.

- A capability to accept online payment and a set of related reports (not to exceed 50)
- Emails from system for all "general e-mail boxes", including one for the help desk
- Visit enhancements tools for residential, group child care and family child care as well as license-exempt programs
- A residential program search webpage.
- The ability for portal user to withdraw an application before submission and/or disabling the Save for Later function for the BRC application form or remove any incomplete applications after a specified period
- BRC application updates including the following:
  - New Application statuses
  - Out of state address functionality to match the contact details page
  - Adding out of state criminal components and additional details for tracking
  - Appointment date
  - Appointment location
- The ability to deactivate contact records after a period of inactivity
- Director Access to Staff training records i.e. those on the active staff roster
- Add enrollment updates to program profile (not public information) tile and collect at least quarterly, create automatic reminders to programs to update specific items in their profile quarterly and track completion and tie to other funding and QRIS
- Narrow Costs Analysis and market rate survey data collection and reporting
- Universal Grant Application
- Create and generate our own surveys
  - Programs
  - Parent
  - Portal Users

Maintenance and Operations

As part of this amendment, MTX will extend Help Desk support for an additional 4 months (from May 2024 - September 2024) and will extend the managed services agreement support for the New Hampshire Connections Information System an additional 18 months.

Note that use of managed services is anticipated to not exceed an average of 30 hours per week over the duration of this agreement.

3. Project Approach and Schedule

To accomplish this work, MTX will require 37 weeks. Assuming a start date on or about November 20th, 2023, we anticipate the work wrapping up by the end of August 2024.

Project schedule will be finalized during project plan creation after Statement of Work execution by both parties, based on the proposed schedule indicated under the respective workstreams above.

Overall schedule to be defined with business and then prepare a burn down report with the Department staff.

With respect to our approach:

- The project will be implemented using a Hybrid approach, a combination of both waterfall and agile methodologies.
- Implementation will occur in phases to align with business and compliance goals. Project team will execute the project phases in iterations of three week sprint cycles.
- The product will be developed iteratively in increments using the inspect and adapt model.

As always, our approach will be:

- Highly development focused
- Fast, adaptive and flexible
- Iterative and incremental
- Collaborative way to self-organize across teams
- Enhance business and user collaboration leading to better quality results
- Provide maximum return in Investment (ROI)

4. Cost Proposal

The fixed price cost for the work outlined herein is **$2,400,000.**

This fee includes the following cost components:

Service	Fee
Feature Development	$ 1,950,000
Maintenance & Operations (18 months)	$ 350,000
Help Desk support (4 months)	$ 100,000
Total Cost	**$ 2,400,000**

The $2,400,000 fixed fee will be invoiced to DHHS in the increments described below upon written acceptance of milestone attainment..

Milestone	Cost	Projected Invoice date
Sprint 0 - Planning and Discovery	$200,000	December 2023
Sprint 1 - Development, Testing and release to Production	$165,000	January 2024
Sprint 2 - Development, Testing and release to Production	$165,000	January 2024
Sprint 3 - Development, Testing and release to Production	$165,000	February 2024
Sprint 4 - Development, Testing and release to Production	$165,000	March 2024
Sprint 5 - Development, Testing and release to Production	$165,000	March 2024
Sprint 6 - Development, Testing and release to Production	$165,000	April 2024
Sprint 7 - Development, Testing and release to Production	$165,000	May 2024
Sprint 8 - Development, Testing and release to Production	$165,000	May 2024
Sprint 9 - Development, Testing and release to Production	$165,000	June 2024
Sprint 10 - Development, Testing and release to Production	$165,000	July 2024
Training	$ 75,000	July 2024
Go-Live	$ 25,000	August 2024
Help Desk (4 months)	$100,000	May 2024
Maintenance and Operations (18 months)	$350,000	August 2024
Total Cost	**$2,400,000**	

Assumptions

- MTX pricing does not include Salesforce licensing costs. MTX assumes DHHS will procure these licenses separately, as needed.
- MTX pricing does not include any contract vehicle fees, if required.
- There are no anticipated travel or expenses in order to perform the Services. In the event that changes, DHHS will reimburse MTX for pre-approved travel and expenses incurred in the performance of the Services.
- Invoices will be invoiced with net 30 payment terms.

Change Order Process:

This SOW may be amended by the mutual agreement of the Parties, evidenced by a written change order that is signed by both Parties. A change order will be required if there is a significant change in scope as defined by NH DHHS. The change order will describe any changes in Services provided by MTX, any changes in the schedule for completion of any such services, any changes to assumptions, dependencies or conditions set forth in this SOW, and any additional fees for such changes.

Each change order will act as an amendment to this SOW, and upon its execution, MTX will provide services pursuant to the terms of the SOW. All change orders shall be agreed upon by the parties in writing prior to their implementation.

Notwithstanding the above, MTX can make resource level changes to accommodate project needs as long as there is no impact to the overall budget or timeline. These changes will require documented acceptance from both MTX and DHHS.

Appendix 1 - Proposed Cost by Feature

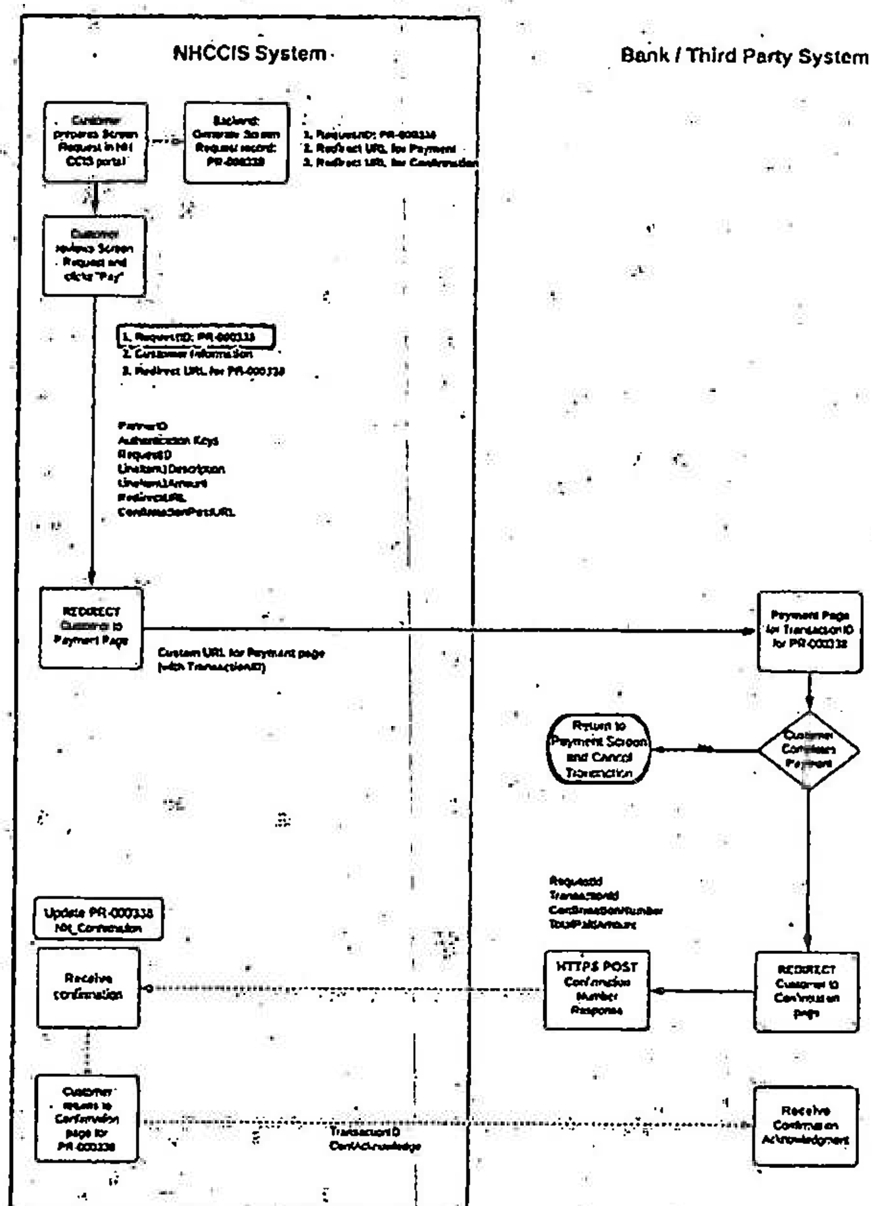
Capability to accept online payment for: • Eligibility Card fees • Youth Recreation Camp application fee • Youth Skills Camp certification fee • Training fees • Credentialing application fees	7.49%	$147,602.40
Report development for payment systems as listed above	2.00%	$39,360.64
Emails from system for all "general e-mail boxes", including one for help desk (this may be covered under case management from Amendment 1)	2.00%	$39,360.64
Visit enhancements: • Additional visit tools for residential • Additional visit tools for group child care and family child care • Licensed-exempt visit tool	4.00%	$78,721.28
Residential program search and page.	4.16%	$82,001.33
Ability for a portal user to withdraw an application before submission and/or disabling the Save for Later function for the BRC application form or remove any incomplete applications after a specified period.	2.00%	$39,360.64
BRC application update to include: • New Application statuses • Out of state address functionality to match the contact details page • Adding out of state criminal components and additional details for tracking • Appointment date • Appointment location • Option to leave start date blank (not required field)	2.50%	$49,200.80
Deactivate contact records after a period of inactivity	1.67%	$32,800.53
Director Access to Staff training records	2.00%	$39,360.64
Additional reporting needs to match all federal reporting requirements	2.00%	$39,360.64
Add most recent data from grants into SF for reporting needs (assumption here is that we will be performing data cleanup / data mapping / data upload in all the orgs).	5.66%	$111,521.81
Referrals, add as a reason for search (left last program due to unsatisfied, asked to leave, change in available hours....)	1.67%	$32,800.53
Add enrollment updates to program profile (not public information) tile and collect at least quarterly, create automatic reminders to programs to update specific items in their profile quarterly and track completion and tie to other funding and QRIS	2.00%	$39,360.64
Narrow Costs Analysis and market rate survey data collection and reporting	1.67%	$32,800.53
Universal Grant Application	4.00%	$78,721.28
Create and generate our own surveys - Doing POC: • Programs • Parent	4.16%	$82,001.33

◦ Portal Users		
Updates to coding based on lessons learned through implementation and stakeholder feedback	8.33%	$164,002.66
Add upgrades and more build out of the training and technical assistance module e.g. Custom training cohorts, transcripts for trainers that include trainings they have provided, utilize waitlists, reminder emails to participants of upcoming training sessions, confirmation of plan to attend.	5.99%	$118,081.92
Program Profiles - NH Child Care: • Have Account Summary listed first (this is CCLU info) • QRIS rating (Granite Steps for Quality) and QRIS expiration date should be in same section (currently 2 exp dates show-1 for lic and 1 for QRIS rating but not clear determination of difference) • Ages served and available slots in same block (these are all over page-would like condensed to have own section) • Age groups put in Chronological order instead of alphabetical (order should be: Infant, Toddler, Preschool, Kindergarten, School-Age) • Fix the language on how the provider charges family the difference of scholarship (currently double negative) ◦ Remove minimum and maximum weeks, months, and years that are not able to be edited. • Remove "Accepted Scholarship" block that does not work ◦ Remove *Hillsborough-Manchester* and *Hillsborough-Nashua* from county list	0.67%	$13,120.21
Account - Provider Schedule: • Ability to collect wage/salary information • Ability to run reports with averages (High and low) of tuition and/or wages by State, County and City/Town by not including account name.	1.67%	$32,800.53
Referrals: • Child information ◦ Ability to add in a birth date in the future. For expectant parents who are searching for child care in the future.	0.10%	$1,968.03
Child Information - Providers: • Search Criteria: Age of Child only includes some providers; ex. was searching for care for a 3 year old child and programs that accept preschool children did not populate the list • Search Criteria: Vacancies (seems to list random providers ◦ Search Criteria: Childcare Hours (doesn't presently work) ◦ Search Criteria: Accepts Scholarship (doesn't presently work)	1.33%	$26,240.43
Child Information - Previous Referrals: • Capability to resend referrals from "Previous Referrals" section • Capability to have a comment section so we can document our contact with clients (ex. if a client needs additional referrals that info is not documented or collected anywhere)	1.00%	$19,680.32
Follow Ups: • Need to include FANF or Non-FANF. Can this pull from "demographics" • Capability to be able to run reports • Need to be able count clients request additional referrals for the current month ◦ Would like to be able to edit follow-ups that are marked as completed (instead of just ones marked as pending or in the process)	2.00%	$39,360.64
Training Portal (Consumer) Side: ◦ Add an hours tally to Transcript in the Training App.		

- Have completed training reflect self-reported training numbers. - Ability to sort the training transcript. (By Dates, Topics, etc.) - Ability to delete data. (Blank Data in various tiles, Draft Credential Applications. - Ability to add educational credit data to Registry App (for example 12 credits and what they are). - Make View NEED HELP/FAQ/SEND FEEDBACK/MY PROFILE buttons functional. - Make a place to add documents more obvious (Attachments, etc.) - Ability for individuals to see their own fingerprint data. - Ability to track Presented Training Hours, and see previous trainer history. - Training Transcript errors need to be corrected such as Core knowledge area, Time of Training, Hours - A person could choose which training they would like to see on their Training Transcripts. This is the PDF that is currently downloaded from the Completed Training Tile. - When the participants clicked on view next to training in their training transcripts there would be an option to download a certificate as well (like ProSolutions offers). - Trainers would be able to see the training that have trained (provided) in a transcript form or in a certificate option - Ability to see Trainings that are in a "Training Series" in chronological order with most current date at top.	11.49%	$216,323.68
Training Contractor/Salesforce Side: - Ability to have a Training Calendar Dashboard which shows important information such as upcoming weekly trainings, registrations, etc. (Training App) - Direct link with Trainers and Trainings with Credentials - Ability to add more than one Core Knowledge area when creating sessions or completing people - Ability for the Completion Date and the Issue date to be reversed when completing training. - Ability to have the basic information autofill when adding people to a training or completing them. (At this time all the information has to be added in for each participant) - We want registration to end but we don't want the training to disappear e.g. a. Ex: A large training is going to be held on Saturday but we want registration to end on Sunday night so we can give the final count of participants to the event space. . - The ability to be able to delete mistakes (TE,TES,TER) - Core knowledge areas from the Training Event (all of them) will be auto-filled onto the Training Event Registration page (all of them)-currently, this is done manually and only one can be chosen. - Ability to see Trainings that are in a "Training Series" in chronological order with most current date at top. - Ability to send a group email to participants registered in a training event session - Transcript for trainings taught - Automated reminder of the training the day before - Ability to create multiple non=consecutive days of a training series - Ability to choose one training form a drop-down list (multiple time frames) for a conference - Ability to see Trainers credential when viewing training or trainer account - The idea of being able to just download an excel sheet of who is attending a training from the Training Event Registry (TER) area, with what pertinent information we might need to prove attendance, but not have to go into reports each and every time, seems very time efficient. - Ability to search "Initiative Search" by program or individual name - Two out-of-the-box thoughts a. Have the ability to send email to participants with attachments. b. Create a report of who is attending a training, without having to go to	14.15%	$268,804.53

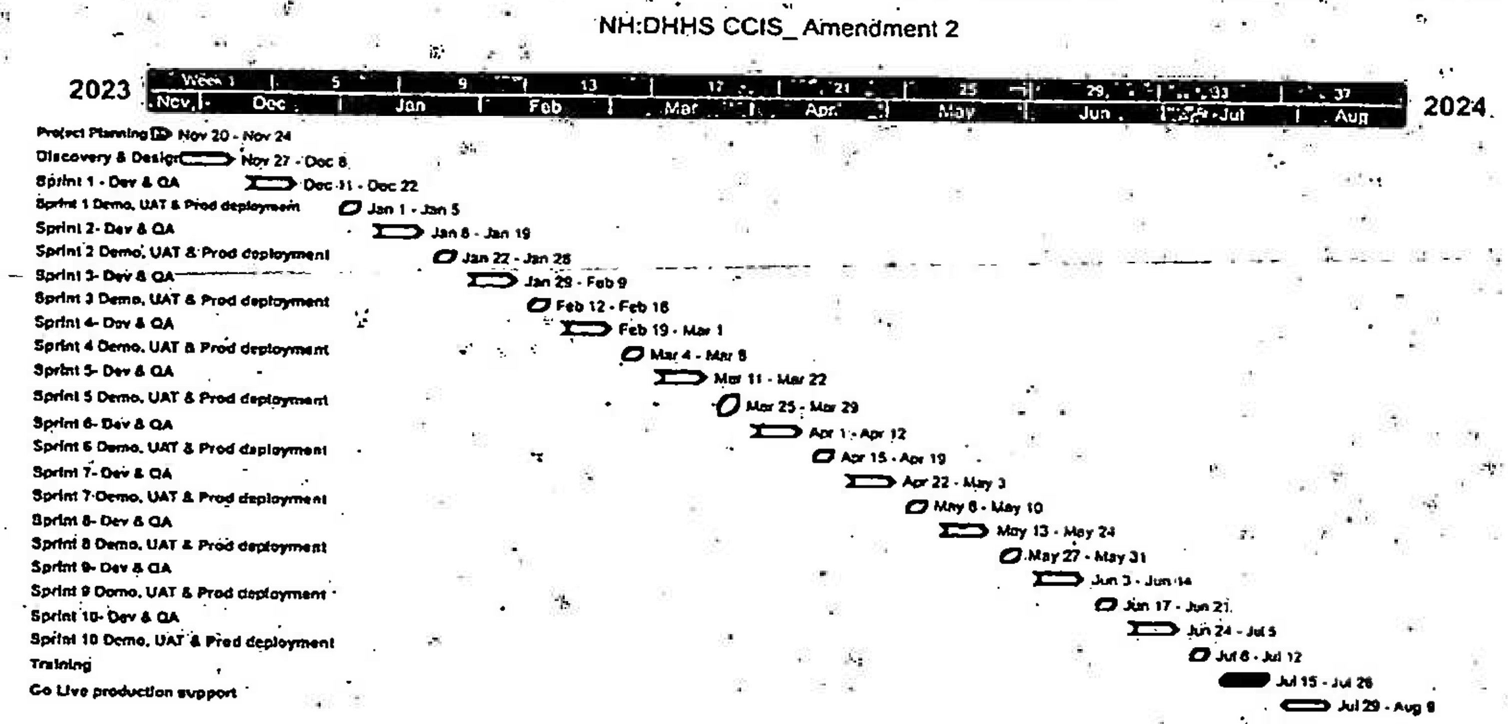
the reports section and create a report		
Technical Assistance (TA Project): • Ability to delete own TA Projects in case of error. Currently, if you create an error, you can delete data but the project number stays in the database. • Ability to sort "Initiative Search" by "Contractor Assigned" • Ability to search by "Initiative Search" by "Program Name" • Ability to use a "back button" when conducting an Initiative Search. When conducting an Initiative Search and you click on the project, there is no "back" button, so you need to click back on your web browser. Then you must begin Initiative search from the beginning.	1.67%	$32,800.53
Technical Assistance (TA Episode): • Ability to delete own TA Episodes in case of error. Currently, if you create an error, you can delete data but the episode number stays in the database. • Ability to sort "Initiative Search" by "Contractor Assigned" • Ability to search by "Initiative Search" by "Program Name" ○ Ability to use a "back button" when conducting an Initiative Search. When conducting an Initiative Sea	1.67%	$32,800.53
Reports: ○ Ability for collection of demographics for reporting purposes. (IE: Benefits, Wages, etc.) - this should pull from "Program Profile" ○ Ability to share reports with one another instead of having them be public (Chatter button?). • Ability to add Provider Name in Reports feature.	1.00%	$19,680.32
Total Application Development Costs		**$1,950,000.00**

Appendix 2 - Payment Solution Diagram



Appendix 3 - Project Timeline

The following timeline is an estimate for the time required to complete the scope identified in this statement of work. The exact timeline will be maintained by the Project Manager and subject to change as the project progresses. The actual implementation may vary.



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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF ECONOMIC STABILITY

Lori A. Weaver
Interim Commissioner

Karen E. Hebert
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

April 17, 2023

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Economic Stability, to enter into a **Sole Source** amendment to an existing project agreement with MTX Group, Inc. (VC#346414), Frisco, TX, utilizing Statewide contract 8002971 under the Department of Administrative Services Statewide Master Agreements for **Salesforce Professional Services**, for the purposes of providing continued maintenance services and enhancements to the New Hampshire Connections Information System (NHCIS), by increasing the price limitation by $440,685 from $3,011,818 to $3,452,503 with no change to the contract completion date of June 30, 2024, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on September 21, 2022, Item #23.

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

05-95-042-421110-24290000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, ARPA CHILD CARE CCDF

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2023	102-500731	Contracts for Prog Svc	42117772	$2,629,721	$146,895	$2,776,616
2024	102-500731	Contracts for Prog Svc	42117772	$382,097	$293,790	$675,887
			Total	$3,011,818	$440,685	$3,452,503

EXPLANATION

This request is **Sole Source** because the Department is amending the scope of services and adding funding. The original action was competitively bid through a Request for Quote process. The Contractor currently provides necessary maintenance and enhancements to the New Hampshire Connections Information System (NHCIS) in order to comply with state and federal regulations regarding child care licensing, quality initiatives and families' eligibility to the Child Care Scholarship Program.

NHCIS is a modular online system used by New Hampshire families, child care providers, the Department and its contractors. This information system replaced the no-longer-supported Child Care Aware of America National Data System. The system also replaced the module used by the DHHS Child Care Licensing Unit (CCLU), which was not in compliance with federal reporting requirements, and lacked the required functionality to collect data and share public-facing reports. NHCIS also replaced an antiquated eligibility tracking and determination system for required provider criminal background checks, which was not meeting the Federal Bureau of Investigations Criminal Justice Information requirements.

The NHCIS maintains child care resource and referral information that enables families to search for child care across the state for children from birth up to age 13. The child care provider community uses the system to access training and professional development for child care employees. The NHCIS tracks programs' quality recognition and improvement data, and the NH early childhood and afterschool credentials. Modules within the system include Training, Technical Assistance, Credentialing, Referral, Child Care Scholarship, Quality Recognition and Improvement, Grant applications, Background Record Check, Licensing and Child Care Search.

This amendment and the previous contract follow an "agile development" methodology. This is a well-known technological development process that responds to required changes by conducting continuous incremental improvements through small and frequent releases. The term "agile" is most commonly associated with software development as a project management methodology. Agile allows for flexibility in the prioritization and changes to developments, using checkpoints for possible realignment and adaptation of those developments. This methodology is especially beneficial for complex projects where the business requirements evolve during the project in response to stakeholder needs and new requirements from federal partners, such as the Administration for Children and Families, Office of Child Care.

The Department has identified additional enhancements, including dashboards and reporting functionality that are needed in system modules for child care provider Credentialing, Granite Steps for Quality (GSQ), Child Care Scholarship eligibility, the family registry for communication, surveys and information exchange, and will enhance regulatory compliance through the CCLU including comprehensive management tools. Further developments in NHCIS are necessary to meet new federal reporting requirements including the Narrow Cost Analysis method of determining payment rates and inform the cost of care. In addition, this amendment will allow the Department to expand the professional registry module and develop a survey and grant application template which can be used to provide both historical and current data to support workforce initiatives. The Department will be able to modify the template internally.

Should the Governor and Council not authorize this request, the Department will not be in compliance with federal reporting requirements, will be less effective in providing essential services to families regarding child care access, resources, quality, and child health and development, and will be less effective in educating and training the child care provider community. The CCLU will not be able to swiftly process provider background checks and monitor licensing requirements. Additionally, without this amendment, the Department's efforts to support the child care workforce will be hindered.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.575, FAIN #2101NHCDC6

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

Respectfully submitted,

Lori A. Weaver
Interim Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
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www.nh.gov/doit

Denis Goulet
Commissioner

April 18, 2023

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

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with MTX Group, Inc., as described below and referenced as DoIT No. 2022-089A.

The purpose of this request is to provide continued maintenance services and enhancements to the New Hampshire Connections Information System (NHCIS).

The Total Price Limitation will increase by $440,685, for a New Total Price Limitation of $3,452,503, effective upon Governor and Council approval through June 30, 2024.

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

Sincerely,

Denis Goulet

Denis Goulet

DG/jd
DoIT #2022-089A

cc: Mike Williams, IT Manager

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

This Amendment to the New Hampshire Connections Information System project agreement is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and MTX Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on September 21, 2022 (Item #23), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, 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 1.8, Price Limitation, to read:

   $3,452,503

2. Add Attachment 2, Additional Scope of Services, which is attached hereto and incorporated by reference herein.

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

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

State of New Hampshire
Department of Health and Human Services

4/15/2023
Date

DocuSigned by:
Karen Hebert
Name: Karen Hebert
Title: Division Director

MTX Group, Inc.

3/29/2023
Date

DocuSigned by:
Das Nobel
Name: Das Nobel
Title: Chief Executive Officer

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

OFFICE OF THE ATTORNEY GENERAL

4/18/2023

Date

DocuSigned by:
Robyn Guarino

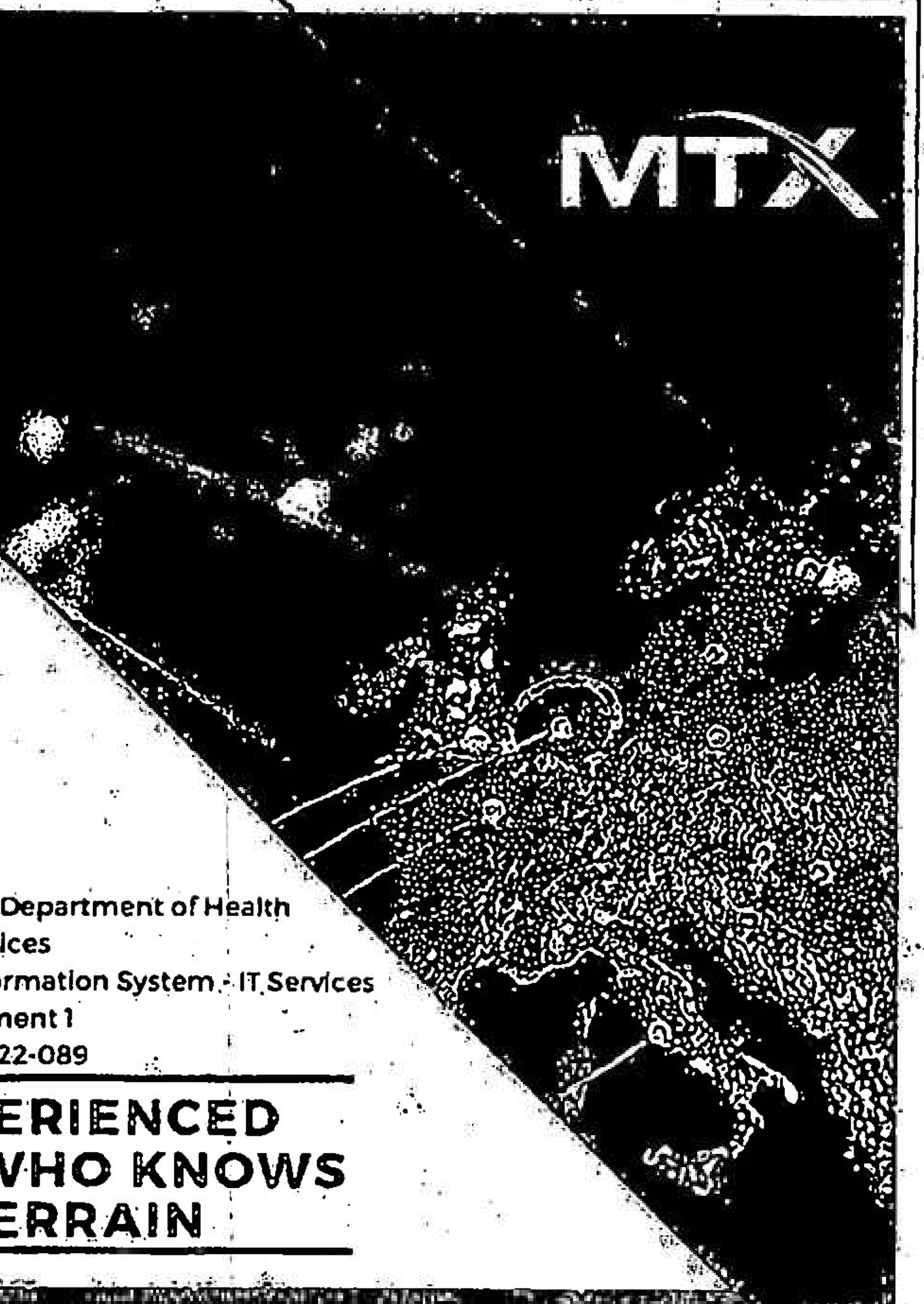
Name: Robyn Guarino
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



New Hampshire Department of Health and Human Services
Connections Information System - IT Services
Phase 4 Amendment 1
DoIT Number 2022-089

AN EXPERIENCED GUIDE WHO KNOWS YOUR TERRAIN

MTX GROUP INC.

Charles McCarthy
978-460-2054
charles.mccarthy@mtxb2b.com
www.MTXB2B.com

6303 Cowboys Way, Suite 400
Frisco, Texas 75034

MTX

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1. Executive Summary

MTX Group, Inc. (MTX) is pleased to submit a quote for the scope of work described in NHCIS Phase 4 Amendment 1.

New Hampshire Department of Health and Human Services (NH DHHS) has approached MTX with this request so as to ensure continuous and improved federal compliance for the Bureau of Child Development and Head Start Collaboration and the Child Care Licensing Unit.

The Child Care and Development Block Grant (CCBDG) Act and Child Care and Development Fund (CCDF) final rule require states to invest in activities that will improve the quality of child care services provided in the state.

We are appreciative of our partnership with NH DHHS and the opportunity to support the Connections Information System implementation.

2. Project Scope

MTX will develop and deploy the following within the New Hampshire Connections Information System (NHCIS), ensuring continuous and improved federal compliance for the Bureau of Child Development and Head Start Collaboration and the Child Care Licensing Unit.

- Develop a full functionality Family Registry module with accompanying reporting and dashboard (similar to the Professional Registry where family can have an account, take training etc.)
- Direct email capability for all and sub-groups in Professional and Family Registries and Provider list
- Registry components that allow for archiving inactive accounts in both Registries, Profiles, Training, Credentialing applications
- Development the Market Rate Survey/Analysis, Workforce Study/Analysis and Narrow Cost Analysis components and report development
- A build out of the NH Child Care Scholarship module to include provider application, agreement, renewal and other components to full functionality with reporting and dashboard
- A full functionality and build out of a case management tool, complaint process tool.
- Add survey and report "button" or Tile for easy access
- The expansion of the Household and Personnel Form tool to include 10-17 year olds and expanded editing capabilities by licensees and expand the staff roster to include household and family members ages 10-17
- Additional functions for the BRC eligibility to include automatic ineligible status based on specific criteria
- Additional survey and reporting capabilities in all applications (data in and data out). The capability to develop and implement surveys, build dashboards and reports easily using all data points and track via dashboard the number and types of visits and external system users of the Professional Registry and other applications.
- A build out of the Credential module to include the Early Childhood and Family MentalHealth credential.1-4-23
- A build out of the Credentialing module to full functionality including renewals of out-school time credentials, new rubrics and all reporting
- A build out of the QRIS/Granite Steps for Quality module, upgrade to new rubrics and add endorsements, also to include additional reports on number and types of programs in the system, award date, Step awarded, Endorsements awarded, renewal date, license capacity, enrollment at time of application and quality incentive awards.Build-out provider reporting function of GSQ Incentive funding through NHCIS –multiple reports throughout the year
- Build-out Special Needs Differential use of funds report
- Enhancement to hours and resources for help desk and managed services to meet the changing needs and understandings of the system.
- Provide comprehensive training and guides to each module and components
- Migrate all visit data from existing system (MLO) to salesforce (last update was approx March 2021).

3. Project Approach and Schedule

To accomplish this work, MTX will require 17 weeks. Assuming a start date on or about May 1st, 2023, we anticipate the work wrapping up by the end of August 2023.

Project schedule will be finalized during project plan creation after Statement of Work execution by both parties, based on the proposed schedule indicated under the respective workstreams above.

Overall schedule to be defined with business and then prepare a burn down report with the Department staff.

With respect to our approach:

- The project will be implemented using a Hybrid approach, a combination of both waterfall and agile methodologies.
- Implementation will occur in phases to align with business and compliance goals. Project team will execute the project phases in iterations of three week sprint cycles.
- The product will be developed iteratively in increments using the inspect and adapt model.

As always, our approach will be:

- Highly development focused
- Fast, adaptive and flexible
- Iterative and incremental
- Collaborative way to self-organize across teams
- Enhance business and user collaboration leading to better quality results
- Provide maximum return in Investment (ROI)

4. Cost Proposal

The fixed price cost for the work outlined herein is **$440,685**. This amount will be billed to DHHS in the increments described below upon written acceptance of milestone attainment.

Milestone	Cost
Sprint 0	$ 58,270
Sprint 1	$ 98,704
Sprint 2	$ 105,053
Sprint 3	$116,851
Training & Deployment	$ 45,005
Support	$ 16,802
Total Cost	**$ 440,685**

Assumptions

- MTX pricing does not include Salesforce licensing costs. MTX assumes DHHS will procure these licenses separately, as needed.
- MTX pricing does not include any contract vehicle fees, if required.
- There are no anticipated travel or expenses in order to perform the Services. In the event that changes, DHHS will reimburse MTX for pre-approved travel and expenses incurred in the performance of the Services.
- Invoices will be invoiced with net 30 payment terms.

Change Order Process:

This SOW may be amended by the mutual agreement of the Parties, evidenced by a written change order that is signed by both Parties. A change order will be required if there is a significant change in scope as defined by NH DHHS. The change order will describe any changes in Services provided by MTX, any changes in the schedule for completion of any such services, any changes to assumptions, dependencies or conditions set forth in this SOW, and any additional fees for such changes.

Each change order will act as an amendment to this SOW, and upon its execution, MTX will provide services pursuant to the terms of the SOW. All change orders shall be agreed upon by the parties in writing prior to their implementation.

Notwithstanding the above, MTX can make resource level changes to accommodate project needs as long as there is no impact to the overall budget or timeline. These changes will require documented acceptance from both MTX and DHHS.

STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF ECONOMIC & HOUSING STABILITY

Lori A. Shibinette
Commissioner

Karen E. Hebert
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
Fax: 603-271-4230 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

September 6, 2022

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division for Economic and Housing Stability (DHHS) to enter into a project agreement with **MTX Group, Inc. (VC# 346414)** utilizing Statewide contract 8002971 under the Department of Administrative Services Statewide Master Agreements for **Salesforce Professional Services** in the amount not to exceed **$3,011,818** for the purpose of providing needed enhancements to the New Hampshire Connections Information System (NHCIS), effective upon Governor and Council approval through **June 30, 2024**. The Governor and Executive Council approved the Salesforce Professional Services Contracts on October 13, 2021. Source of Funds: 100% Federal Funds

Funds are available in the following account as follows for SFY 2023, and are anticipated to be available in SFY 2024 upon the availability and continued appropriation of funds in future operating budgets, with the authority to adjust encumbrances between fiscal years through the Budget Office if needed and justified, without approval from Governor and Executive Council.

CAT#-DEPT#-AGENCY#-ACTIVITY#-ACCOUNTING UNIT #- DEPT NAME- AGENCY NAME -ACCOUNTING UNIT NAME CLASS-OBJECT - DESC	ACTIVITY CODE	FY 23	FY 24	Total Amount
05-95-42-421110-24290000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMNA SERVICES, CHILD DEVELOPMENT, ARPA CHILD CARE CCDF 102-500731 Contracts for Program Services	42117772	$2,629,721	$382,097	$3,011,818
Total		$2,629,721	$382,097	$3,011,818

EXPLANATION

The purpose of this request is for the Contractor to provide necessary enhancements to the New Hampshire Connections Information System (NHCIS) in order to comply with state and federal regulations. More specifically, data collection and federal reporting capabilities must be built within the Technical Assistance, Training and Referral modules. Additional enhancements are needed to support reporting and necessary dashboards for the DHHS Child Care Licensing Unit (CCLU). Modifications to the data and reporting tools in the Grants Management module must be made to support federal reporting requirements of funds awarded by Bureau of Child Development and Head Start Collaboration (BCDHSC) on behalf of the American Rescue Plan (ARP). Managed Services, i.e. end user technical assistance are needed after deployment of enhancements to ensure successful public and state use.

The NHCIS is a modular online system used by New Hampshire families, child care providers, DHHS state agencies and their contractors. This information system was developed to replace the Child Care Aware of America National Data System for child care that ended. It also replaced and enhanced the eligibility tracking and determination system for required criminal background checks of providers that did not meet the Federal Bureau of Investigations (FBI) Criminal Justice Information requirements. This project also added the capability to track programs' quality recognition and improvement data, as well as the NH early childhood and afterschool credentials. Modules developed within the system include Training, Technical Assistance, Credentialing, Referral, Child Care Scholarship, Quality Recognition and Improvement, Background Record Check, Licensing and Child Care Search.

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

The Department of Health and Human Services, Division for Economic and Housing Stability requests approval of this project agreement with MTX Group Inc.

Respectfully submitted,

Lori A. Shibinette
Commissioner

DoIT Project Number: 2022-089
RID:

Attachment A: Project Quote Evaluation Summary
New Hampshire Connections Information System

The State used a scoring scale of 105 points. Points were distributed as follows:

1. Ability to meet "Mandatory Expertise or Contractor Qualifications" – 40 Points
2. Ability to meet "Key Staff Required with Subject Matter Expertise" – 30 Points
3. Ability to meet "Project Deliverables and Milestones" – 20 Point
4. Total cost – 15 Points

Vendor 1:

RFQ-2022-DEHS-01-NEWHA

New Hampshire Connections Information System

Brite Sytems

	Maximum Points Available	Vendor Score	Notes
Technical			
Ability to meet "Mandatory Expertise or Contractor Qualifications"	40	20	-concern with lack of real experience -vague on implementation +DCF Experience -lack of child care experience -lack of background check system experience -LMS for staff and not community +/-subject matter expertise but not in the areas we are looking for -no mention of professional registry +good examples
Ability to meet "Key Staff Required with Subject Matter Expertise"	30	20	-unsure they have adequate staff for the project -lack of detail on what the project involved -lack of information on mobile application for visits and expertise in that area +business salesforce app in place and expertise -did not demonstrate child care knowledge -example of largest project group, smaller than what would need to be tackled in NH -did not tie experience into what we are looking for

Ability to meet "Project Deliverables and Milestones"	20	15	-concerns they can meet milestones and deadlines, may not understand the project in order to be successful -new in salesforce arena, may not have the level of experience needed -deployment 88 weeks after initial start +agile present, tweak, task repetition +12 week dedication to data migration +noted written work plans with road map phases, strategies to mitigate scope creep +well laid out presentation of questions -timeline long and not realistic
Subtotal - Technical	90	55	
Cost			
Total Cost	15	15	$1,574,453.84
Subtotal - Cost	15	15	
TOTAL POINTS	105	70	

Vendor 2:

RFQ-2022-DEHS-01-NEWHA

New Hampshire Connections Information System

MTX Technical

	Maximum Points Available	Vendor Score	Notes
Technical			
Ability to meet "Mandatory Expertise or Contractor Qualifications"	40	40	-level of expertise +Out of the box LMS system +concreate demonstration of expertise and qualifications +detail around reporting and data integration +willingness to work with 3rd parties such as API's +current experience with NH and DHHS +initiating a process for persons who may not be eligible, automated background check system +employees a lot of Salesforce certifications

Ability to meet "Key Staff Required with Subject Matter Expertise"	30	30	+child care systems experience +resume of child care system experience +highly Salesforce Certification
Ability to meet "Project Deliverables and Milestones"	20	15	-/+good understanding of the needs and tasks to implement the project -length of project 25 weeks not obtainable and too aggressive of a timeline -mobile application, windows operating system, may not be able to develop for windows, or may need to utilize an android system -lump helpdesk and services together as an MO period, may not understood the go live state approach
Subtotal - Technical	90	85	
Cost			
Total Cost	15	5	$3,618,211.00
Subtotal - Cost	15	5	
TOTAL POINTS	105	90	

Individual Scorer - Name	Individual Scorer - Position/Agency
Michael Bradley	Administrator III, DHHS, Division ofEconomic & Housing Stability
Denise Martin	Operational Quality Specialist, DHHS, Division of Economic & Housing Stability, Bureau of Child Development and Head Start Collaboration
Mary Kemander	Information Technology Manager IV, Department of Information Technology
Theresa Peck	Supervisor IV, DHHS, Division for Economic and Housing Stability

STATE OF NEW HAMPSHIRE

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Denis Goulet
Commissioner

September 7, 2022

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 the Department of Administrative Services request to enter into a project agreement with MTX Group, Inc., utilizing the statewide contract 8002971 as described below and referenced as DoIT No. 2022-089.

> The purpose of this request is for the Contractor to provide necessary enhancements to the New Hampshire Connections Information System (NHCIS) in order to comply with state and federal regulations. Data collection and federal reporting capabilities must be built within the Technical Assistance, Training and Referral modules, and also in the Grants Management module to support federal reporting requirements of American Rescue Plan (ARP) funds awarded by the Bureau of Child Development and Head Start Collaboration (BCDHSC).
>
> This project agreement for Salesforce Professional Services includes a not to exceed price limitation of $3,011,818.00 and shall become effective upon the date of Governor and Executive Council approval through June 30, 2024.

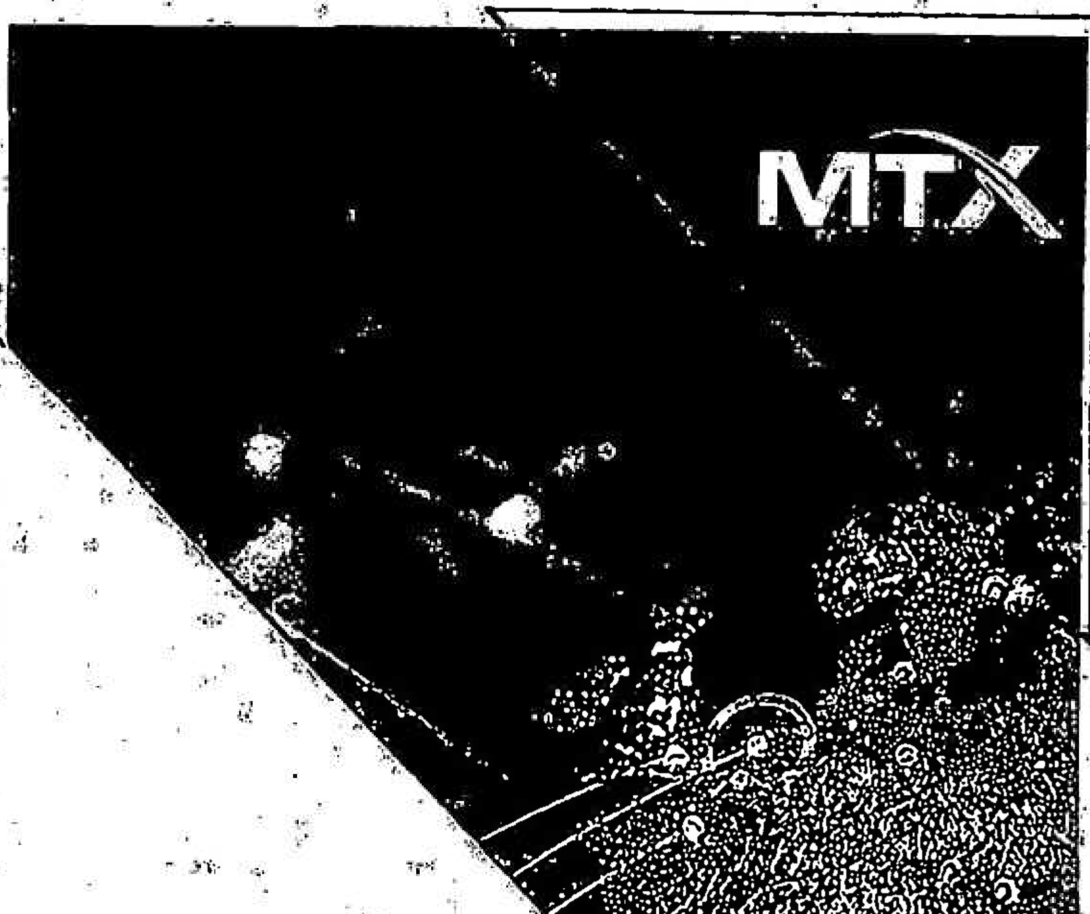
A copy of this letter should accompany your Agency's submission to Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/RA
DoIT #2022-089
cc: Michael Williams, IT Manager, DoIT

MTX



New Hampshire Department of Health and Human Services
Connections Information System - IT Services
Project RFQ DoIT Number 2022-089

AN EXPERIENCED GUIDE WHO KNOWS YOUR TERRAIN

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MTX

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Executive Summary

MTX Group, Inc. (MTX), a trusted advisor to the state of New Hampshire for several years, is pleased to submit our response to the New Hampshire Department of Health and Human Services (NH DHHS) RFQ 2022-089 regarding current technologies and viable approaches to enhance the New Hampshire Connections Information System (NHCIS) in support of improved data collection and analytics capabilities.

In partnership with NH Department of Health and Human Services, Bureau of Child Development and Head Start to complete the development of this transformative system, MTX will bring together its proven solution, subject matter experts, and an experienced technical team to enhance the data collection and reporting capabilities in the Grants Management module for use by the Child Care Licensing Unit. Modifications to the system, including the addition of new dashboards, will enable NH to efficiently meet federal ARPA reporting requirements.

Playing a key role as a Salesforce Implementation Partner in New Hampshire for several years, a mutual respect has been earned between MTX and New Hampshire project teams. Being called for assistance under excruciatingly difficult timelines for the Governor's Office For Emergency Relief and Recovery (GOFERR) and the Department of Health and Human Services through the COVID-19 Pandemic, MTX has consistently answered the call and delivered critical applications to assist the citizens of New Hampshire.

Equally important, MTX has developed the New Hampshire Connections Information System in its current state. Constant collaboration with the New Hampshire team throughout the creation of this application best positions MTX to finalize development and bring the shared vision to completion. As evidenced by the success of the current state of the New Hampshire Connections Information System, MTX has demonstrated the ability to think creatively, work collaboratively and deliver.

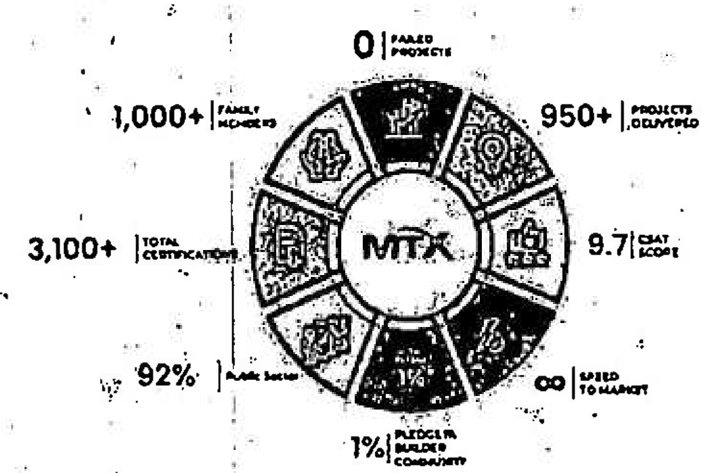
MTX's extensive public sector experience has helped us develop important technical, project management, and change enablement insights that give us confidence to successfully implement this scope of work on time, within budget, and with successful adoption by system users. Our project management, training, and implementation approach is proven in multiple engagements with zero failed projects.

We look forward to the continued growth of the already established relationship with the State of New Hampshire and to the continued success and completion of the Connections Information System.

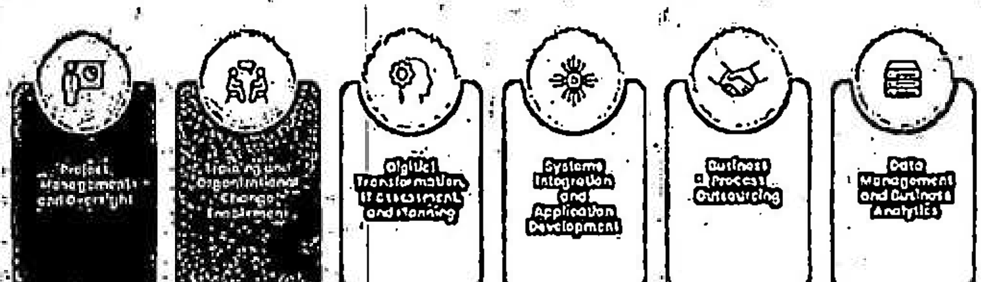
MTX Experience and Qualifications

MTX is a system integrator with a successful history of providing IT consultation and development services, with an emphasis on IT assessment, SaaS/PaaS-based solution development, enterprise resource planning, data migration, system maintenance and administration, and IT modernization. We bring technical expertise and thought leadership in business and digital transformation to agencies and their stakeholders as an efficient and effective partner for IT modernization required to achieve strategic goals and outcomes. Worthy of mention, in 2021 MTX ranked second nationally, in terms of successfully implemented Salesforce systems in the Public Sector.

MTX is a Salesforce Summit Consulting Partner and a global, enterprise cloud consulting company that helps customers innovate and migrate to the cloud. Since our founding in 2008, MTX has grown to more than 1000 globally distributed employees found throughout the United States, Canada, Australia, and India. MTX brings a wealth of experience delivering solutions using SaaS/PaaS technologies such as Salesforce, GCP, AWS, and Azure. MTX utilizes supported coding, programming, and scripting languages to develop custom functionalities and integrations to create unique solution stacks. MTX has delivered long-term success to hundreds of public sector clients across 34 U.S. states, as well as Canada, India, and Australia.



Our holistic approach to Salesforce development services combines our technical expertise with our other core services such as IT assessment, project management, organizational change management, and training to deliver deployments that are predictable and solutions align with the client's technology best practices, strategic IT considerations, and business processes.



MTX Experience in New Hampshire

New Hampshire Dept. of Health and Human Services (DHHS): MTX is a proud partner with the State of New Hampshire in serving and improving outcomes for families and children. In partnership with the NH Department of Health and Human Services, Bureau of Child Development and Head Start, MTX successfully completed the first three phases of this transformative integrated child care system. The first three phases included: Training, Technical Assistance, Credentialing, Referral, Child Care Scholarship, Quality Recognition and Improvement, Background Record Check, Licensing and Child Care Search modules.

New Hampshire Dept. of Health and Human Services (DHHS) - Granite Trace: In the interest of protecting the citizens of New Hampshire during the Covid-19 Pandemic, NH DHHS sought assistance with contact tracing, which is the process of identification of persons who may have come into contact with persons infected with Covid-19. Seeking a robust, scalable solution, MTX leveraged the Salesforce Platform and provided its Contact Tracing Solution. MTX is able to gather information, integrate with existing NH DHHS systems with Bi-Directional data flow and effectively communicate to those contacts who were potentially exposed to the virus via email, SMS text or use call center resources. MTX still provides enhancements and support of this system.

New Hampshire's Governor's Office For Emergency Relief and Recovery (GOFERR): During the early stages of Covid-19, New Hampshire's Governor's Office for Relief and Recovery (GOFERR) needed a manner in which to distribute Federal Grants, so they turned to MTX. Especially because of the short and unpredictable timeline for these grants to be made available, NH needed a partner who was equally invested in meeting unprecedented challenges. Never asking questions or rebutting unrealistic expectations, MTX answered the call and delivered. Not without challenges, MTX and the GOFERR Teams worked selflessly through long hours, weekends and holidays in the interest of delivering access to Grant monies to the citizens of New Hampshire. Through creative thinking, MTX and GOFERR established communications that allowed seemingly unrealistic delivery deadlines a reality. To date, MTX has made available more than 10 different Grant programs on the Salesforce Platform.

New Hampshire Department of Information Technology (DoIT): DoIT operates as New Hampshire's agency to create statewide efficiencies through the use and implementation of information technologies to its partner New Hampshire agencies. MTX provided IV&V Oversight for DoIT's Child Welfare Engagement program developed by another vendor who recommended a "Lift-and-Shift" approach. Based on due diligence, MTX recommended against Lift-and-Shift and instead recommended that the vendor's pre-existing application be used as reference. MTX advised all parties to go through a blueprint strategy engagement to identify and define the roadmap and prioritize projects that will serve as guiding principles. This recommendation against Lift-and-Shift was supported by DoIT and Salesforce engineering. The vendor acknowledged and credited this process as a learning experience for their technical team and made necessary adjustments to their implementation processes to best adhere to Salesforce platform governance activities.

MTX Experience with Salesforce, Child Care, Knowledge Transfer, and Compliance

MTX has proven experience delivering solutions to support child care services across multiple states, including those in Massachusetts and New Hampshire. The MTX integrated child care solution includes the following modules:

- Provider Management
- Background Checks
- Child Care Licensing, Inspections, and Investigation
- Search for Child Care Providers
- Learning Management System (for child care workers, state staff)
- Child Care Subsidy and Case Management
- Time and Attendance
- Parent Portal
- Payments (grants, subsidy payments)
- Claims Management

MTX has active or completed contracts providing these modules for public sector agencies serving child care providers in the following states:

- New Hampshire
- Massachusetts
- New York
- New Mexico
- New Jersey
- Oklahoma
- Vermont
- Virgina

The MTX team also includes subject matter experts who have been responsible for administering child care services in the Commonwealth of Virginia including the child care licensing, child care stabilization grants (during COVID), the child care subsidy program, the Quality Rating and Improvement System (QRIS), child care education training services, and a public portal for parents/caregivers to find childcare.

Experience with Federal and State Child Care requirements for reporting

MTX has extensive experience in providing child care solutions that enable state agencies to submit required federal reports. Each state agency where we have implemented our solutions (MA, NY, NH, NM, NJ, OK, VT, and VA) collects, manages, analyzes and reports data required for federal reporting. Examples of reporting include annual aggregate child care program information for the Child Care and Development Fund (CCDF), ACF-801 case-level data reporting on monthly and quarterly, ACF-901 quarterly data for each quarter the state has dispersed stabilization grants to providers, monitoring and inspection reports of child care providers and the annual number of fatalities, serious injuries, and instances of substantiated child abuse and neglect that occur in child care settings required under section 658E(c)(2)(D) to name a few. Our proposed reporting solutions will meet necessary ACF and state reporting requirements and can automate the creation of the base data files, reducing staff effort for quarterly, and annual reporting. In addition to the formal reports, the MTX reporting solution can be configured to include CCIS data on demand, allowing for review of real-time data to see the impact current BCDHSC and CCLU initiatives and programs are having on Early Child Care in New Hampshire and where interventions may be needed.

Experience in LMS systems within Salesforce

MTX has provided Learning Management System (LMS) applications that enables organizations to manage the full lifecycle of their online learning programs. Built on the Salesforce platform, MTX LMS provides an out of the box solution that can be deployed rapidly and still preserve the ability to be configured to meet specific needs. Designed and built to support ever changing learning requirements, MTX LMS provides a scalable application that will ensure students have easy access to content, internal users will have high visibility into activity, and course developers have flexibility in building their courses.

Key Features:	Benefits:
• Robust Content Management • Flexible Course Building & • Management • Simple Course Registration • Comprehensive Assessment Capabilities • User-friendly Forums and Chat abilities • Intuitive Calendar • API based integrations to other training platforms	• Enable easy interaction between instructors and students with groups and forums that enable the exchange of rich content. • Designed to maximize learning, MTX LMS features a highly intuitive interface to maximize learning course materials rather than the LMS application. • The platform will have a Virtual Classroom that all LMS platforms don't have. • Admin and instructor controls are streamlined to maximize flexibility in deploying classes, • reducing the effort necessary to manage the system and spend more time interacting with students and improving their learning experience. • Integrate via APIs to third party training platforms via SSO and to bring over course completion and transcript data

Additionally, MTX also provides the capability to integrate the child care solution to third party LMS systems such as Prosolutions, Vector, Cornerstone via APIs to perform SSO based integrations and pull course completion and training transcripts data into Salesforce.

MTX has extensive experience developing Learning Management Systems for public sector agencies in multiple states including New York state and some private sector clients, and performing integrations with Learning Management Systems in Massachusetts (StrongStart) and New Hampshire (Prosolutions).

Experience and knowledge related to federal background check requirements for Child Care Programs

MTX provides a suite of Background Record Check solutions powered by Salesforce, AWS and Google Cloud to support all aspects of the state's background record check processes. These applications integrate with any record system to streamline the workflows and align with federal comprehensive Background Record Check requirements and state policy, regulations, and procedures. Our background record check applications support all components of the National Background Checks, In-state background checks and Interstate background checks. These applications can be integrated with both state police BRC systems as well as FBI, DCJIS and other Fingerprinting vendor applications via APIs so background record checks on personnel working in Child care facilities are completed in a timely manner.

Key Features:	Benefits:
• Flexible system to keep up with changing federal and state regulations • Support for multiple types of federal, state and multi-jurisdiction screenings including Criminal Records, Sex Offender Registries, Drug, Drivers, Department of Children and Families and Fingerprinting, Out of State, National Sex Offennder Registry • Customizable and streamlined adjudication processes that factor in infractions that matter while ignoring irrelevant history and reduce bias and errors	• Increase efficiency in the background check process, resulting in faster hiring, shortening the time to productivity and the employees' return on value' • Improved candidate experience with faster screenings, robust resources, and real time support • Increased agency productivity resulting from automation of BRC tasks so staff can focus on more higher value added tasks.

◦ Auto-generate compliant paperwork, surface only legally reportable results, and optimize filtering to lower your risk • Internal tracking and scheduling of end to end Background Record Check lifecycle activities • AI powered platform and analytics that enables more efficient screenings, higher quality data and lower compliance risk • Compliance violations, procedures, and litigations can cost millions. Our built-in compliance safeguards detect and alert areas of non-compliance which can help protect your agency from the big spends that come with compliance fines and litigation.	• Audit-safe recordkeeping tools that help manage and catalog adjudication notes for every candidate, lowering compliance risk, and helping staff stay organized ◦ Analytics and reporting tools built to deliver actionable insights that empower you to move your business forward

At the Massachusetts Department of Early Education and Child Care (EEC), MTX built a Salesforce based Registry and Program Portal (LEAD) front-end that integrates with the state and federal CORI, SORI FBI, Idemia and DCJIS databases to send consent form data and receive eligibility results. Additionally, the system also enables candidates to file BRC appeals, reevaluations, disputes and other user facing functionalities. For candidates with a clean record, the system will auto-approve the background check and communicate to interested parties that said candidates are eligible for hire. For those candidates whose background check returns concerning information, the system will initiate a workflow within the EEC BRC team to review this feedback and determine if it makes the candidate ineligible for hire.

MTX has also implemented a Central Registry for Wyoming DCF and is currently in the process of implementing a Fingerprinting BRC process for Wyoming DCF on the Salesforce GovCloud Plus platform.

Experience with Child Care program visit functionality and providing technical assistance to childcare programs on using Salesforce

MTX offers several cloud based apps that can be added to the MTX Licensing Application or stand on their own using data from compatible IT systems. Our monitoring and visit management app offers cloud based technology for mobile visit capability. The app will prompt scheduling of visits while still allowing flexibility for individual schedule management. Mobile devices such as tablets or laptops can be used to conduct visits using smart licensing tools. Visit tools can be tailored by program type such as family child care, center based and residential and placement facilities and by lifecycle such that a different set of visit items show up depending on what phase the child care program is in their licensing lifecycle. A pre-licensing visit tool can be configured differently than a renewal, monitoring, off cycle or enhanced monitoring tool producing a different set of domains and/or visits. items each time automatically. Completion of the visit tool immediately produces a report with results, including all of the areas covered during the visit. The report can show programs where they are in compliance as well as where they need to make changes. Reports can be immediately sent electronically through a provider portal or edited and sent at a later time as needed. We offer an offline visit mode as well for use in areas with poor or no internet connectivity. The visit modules also allow licensors to track technical assistance provided to programs during visits and allow the state to produce reports and analytics of all technical assistance provided to programs over time, to meet any compliance and operational goals. As part of their engagement, MTX has offered technical assistance via multi-channel support to end users including to child care providers across multiple agencies and States across the United States including Massachusetts EEC and DESE, Virginia Department of Education, New Jersey Department of Health and Human Services, New Mexico ECECD, New York State OCFS and others.

Key Features:	Benefits:
• Mobile visit app with online and offline features tailored to your agency's visit lifecycle • Visit scheduling prompts for licensors • Ability to schedule announced visits with programs through a provider portal • Data driven visit tool content • Tools tailored to your agency's regulations • Tool which identifies best practices when noted during a visit • Follow-up visit tools created automatically as needed • Alerts for non-compliances of highest risk to children • Prompts to programs when visit results require a response • Provider responses stored within the system • 360 degree view for supervisors and managers including the ability to drill down to specific visits • Non-compliance history reports per program or by regulation • AI powered analytics	• Faster turn-around time issuing reports to programs after visits are completed • Consistent use of tools by licensing staff • Shorter response times by programs • Record of provider response • Analytics to inform agency decision making • Transparency with programs regarding licensing visit content • Potential to use data for online child care referral system (link to that section) • Targeted deployment of licensors where they are most needed

Successfully completed previous Salesforce applications in a Government setting

MTX is a trusted partner of numerous state and local governments across the country with an outstanding reputation for delivering and managing several large high-impact programs. Our current focus is on the public sector where we perform upwards of 87% of our work. We create strong, lasting partnerships, directly assessing our clients' needs to ensure successful implementations on short timelines. With MTX's proven implementation methodology, we can deliver a working solution in weeks and months, not months and years. To date, MTX has delivered over 950 technology projects with unrivaled speed to market, zero project failures, and an overall 97% client satisfaction rating.

Our Salesforce solutions have leveraged Salesforce applications and cloud environments such as Government Cloud, Community Cloud, Service Cloud, Experience Cloud, Marketing Cloud, Vlocity, Partner Communities, and Shield. We have used these Salesforce services to deliver public sector-compliant solutions that can be used on both desktop and mobile. With these solutions having been delivered on Salesforce, which provides Salesforce application servers, integration servers (e.g., MuleSoft), data servers, and Salesforce cloud services, our public sector clients are inherently prepared for scalability and future ability to create additional portals and solutions based on the Salesforce platform on their own if they so choose.

Since partnering with Salesforce in 2014, MTX has established itself as a trusted advisor in the Salesforce solutions and systems integration market. MTX was named a Salesforce Summit Consulting Partner in March 2020 in recognition of our high customer satisfaction, record of no failed deliveries, and deep commitment to the platform's unmatched power to digitally transform government and commercial organizations, while delivering operational efficiency to meet long-term growth objectives. In 2021, MTX was second only to Deloitte Consulting in the number of public sector applications built on Salesforce.

Knowledge, communication skills and systematic capacity to collaborate with programmatic team.

The MTX Change Enablement Team has developed a robust Change Management and Training development process designed to produce stakeholders equipped to excel in a modern technological environment. This educational approach utilizes contemporary digital resources to deliver a collaborative user-based learning component, paired with a team-based learning component that incorporates both learning and programmatic assessment. We have found that this methodology has been extremely well-received and that the majority of our clients agree that our methods have been critical to helping them achieve their goals. The key to success include integrating multiple elements of the curriculum throughout the project lifecycle, developing an early holistic approach towards change management, and expediting the development of important team-working skills which our clients find to be highly impactful and relevant for their needs.

Right from the initiation and planning stage all the way until execution and follow up, we work with you to carefully craft the training agenda and positioning our messaging to the selected audience. Every step of the way from identifying audiences, confirming availability; developing communication plans, creating training materials and presentation, to arranging logistics, conducting sessions, establishing feedback mechanisms, to conducting surveys and evaluations and then accordingly inspecting and adapting to changes when needed, we make it work like a carefully choreographed and synchronized performance. Our experience with the NH CCIS team as well as the MA LEAD system is an attestation to the fact. Not only have we witnessed solid attendance and participation at our training and change enablement sessions, we've received dozens of emails from the provider and licensor community with extremely positive feedback overall.

MTX does not believe in a one-size-fits-all approach to OCM, and therefore does not believe that one change methodology is the perfect fit for everyone. Our Change Experts are experienced in over 15 change methodologies and will leverage this experience to provide you with the most impactful change experience possible.. Using this experience, MTX will collaborate with you and your stakeholders to develop communication plans, conduct end-user interviews, feedback mechanisms, in progress evaluations, and will use the feedback from these exercises to adapt to changes for successful adoption.

The goal of MTX change enablement is to educate, motivate and smoothly transition you and your stakeholders to discover all the efficiencies and benefits of the "future state" at their fingertips. We are committed to making your implementation a dramatic success in adoption , so your stakeholders gain more time to focus on actionable data, accuracy, redundancy, security, collaboration and mission-critical work.

MTX Key Staff with Subject Matter Expertise

MTX has over 1,000 subject matter experts, program, and technology staff focused on developing, implementing, and supporting our public sector clients to achieve their business and public service goals. We have assembled a core team with specific knowledge of your needs as well as other similar projects to support DHHS. This includes project managers, technology and change enablement personnel that know licensing, know our solution, have expertise configuring and maintaining robust solutions on the Salesforce platform, and a strong commitment to bringing all of that experience to lead and support your success with this engagement. The MTX team will leverage significant experience and knowledge gained from implementing child care solutions in Massachusetts and New Hampshire, and licensing, permitting, and inspection (LPI) solutions in nine (9) states.

Team Members Assigned by Role	
Project Manager: Experienced in leading Agile projects.	
✓	Hope Berg, VP PMO, is an IT professional with 15+ years of experience in implementing large enterprise solutions and 5+ years of salesforce consulting experience. Possesses 75 Salesforce Trailhead Expeditioner badges. Proficient in the Agile & waterfall delivery methods. Experienced in managing technical teams, working with cross-functional Sales Cloud and Marketing Cloud teams. Coordinating project plans with third-party vendors to ensure project success.
Business Analyst(s): Ability to work with the business users to develop comprehensive user stories. Must be knowledgeable in LMS systems; Background record checks and state childcare processes. This can be one with experience in all, or multiple analysts each with their own area of expertise.	
✓	Gaurang Goradia, Business Architect and SME has 15+ years of consulting experience and expertise in the areas of business architecture and system analysis, Product and Project Management, Data management and Quality Assurance in various industries, including Healthcare and Finance on a variety of SaaS, E-commerce, Data Warehousing and Business Intelligence applications. Certified PMP and Scrum Master (CSM) with 10+ years of management experience in various industries leading projects. He has extensive experience in the early child care space at MTX and has helped develop Integrated Child Care systems including child care licensing, visits and inspections, background records check systems, QRIS, Registries, Educator credentialing, Case Management, Grants management, Child Care search, Child care referrals, and technical assistance, in the state of NH and MA and worked with six other states and their child care
Salesforce Developers: Experienced in using lightning components, service cloud and Salesforce flows.	
✓	Wasif Khan, Business Analyst, is an experienced, Salesforce Certified Business Analyst working to understand client business needs and leading application development to ensure maximum client satisfaction. Wasif has led client meetings and takes pride in understanding their business model thoroughly while designing business/technical solutions that will achieve their needs. He has worked closely with the NH team for implementing the current Salesforce child care solution as well as the CCIS grant, ARPA grant, and QRIS solution.
Training: Ability to create online training materials pertinent to the functionality being created.	
✓	Brian McDonald, Change Enablement Lead and Consultant, has 6+ years of planning, leading, and directing organizational change management initiatives. He has provided training/change enablement leadership on MTX case management and licensing/ permitting implementations in Vermont and Georgia. He has been the Change Lead overseeing multiple Child Care and LPI initiatives across the Northeast, most recently in Massachusetts.

Resumes for these proposed personnel may be found in Appendix A.

Risk and Issue Management

Risk Management Methodology

The goal of our Risk Management Approach is to significantly reduce and potentially eliminate risks converting into project issues. Our risk management plans address both internal and external project risks. Our risk management process includes identification, analysis, mitigation planning and risk response monitoring and control. The resulting risk management plan and risk log are regularly reviewed and updated throughout the project to identify and monitor new and/or existing risks. Risk management allows our joint MTX and DHHS team to anticipate, avoid, and/or minimize project risks.

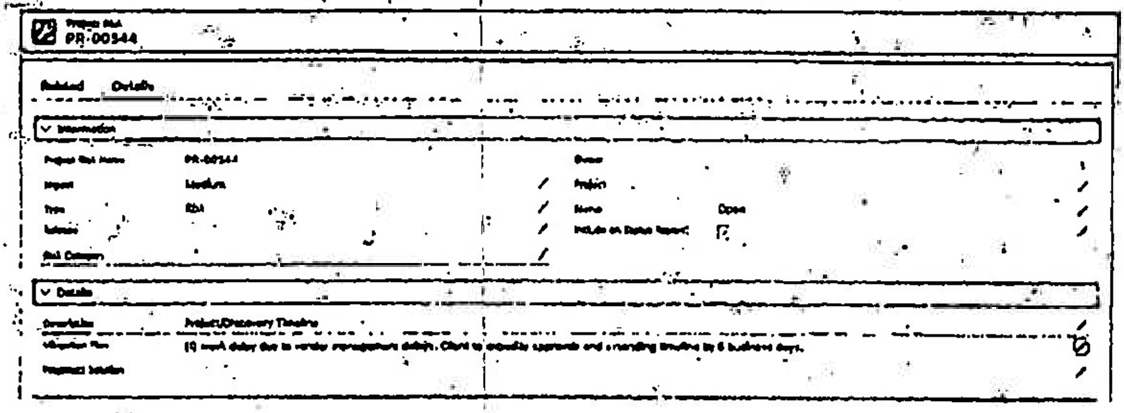
Risks are events or conditions that may occur and if realized, can have a positive or negative effect on the project. Exposure to the consequences of uncertainty constitutes a risk. Although by definition risk management may include risks that will have a positive impact on the project, MTX project risk management focus is typically on risks that may negatively impact the project. The table below lists and describes the standard risk types that are used to categorize project risks.

Risk Type	Risk Type Description
External	Any risk related to environmental factors largely outside the control of the project (such as cultural, legal or regulatory).
Financial	Any risk related to the budget or cost structure of the project (such as increase or decrease in the project-related budget).
Functional	Any risk related to the overall function of the product (such as requirements or design) being developed by the project.
Quality	Any risk related to the quality requirements of the project.
Organization	Any risk related to internal, client, organizational or business changes (such as executive leadership role changes).
Performance	Any risk associated with the performance of the application (such as response time, stress testing and development environments).
Project Management	Any risk related to the management of the project (such as communications, status reporting and issues management).
Resource	Any risk related to project resources (such as the addition or removal of resources).
Schedule	Any risk related to the Project Work Plan and related tasks (such as extensions or reductions of the project timeline).
Scope	Any risk related to project scope (such as process, module and development objects).
Technical	Any risk related to software or hardware, including infrastructure related to the project.
General	Any risk that cannot be categorized into one of the above categories.

Risk Management is a joint responsibility led by the MTX and DHHS Project Managers. Our project managers are responsible for facilitating sessions with project stakeholders to identify risks. A risk owner is assigned to each risk, with the responsibility of developing, documenting and executing risk action plans. Our project managers are responsible for monitoring the status of all project risks and escalating as appropriate.

The MTX Beans Agile Project Management Tool supports the risk management process and includes a risk register. A sample Risk Identification is provided below as well as a summary of our risk management activities.

Sample Risk Identification Screen in Beans PM Tool



Risk Identification: Our risk management methodology uses a top down and a bottoms up risk identification approach. Risk identification starts by identifying all significant risks that could impact the project and then documenting them along with initial response plans. As the project progresses, new risks are identified, while other risks are mitigated and moved to a monitoring/closeout status. Risk management meetings are held at the workstream, project and stakeholder levels. New risks are logged and managed until a mitigation and risk response plan is in place. High severity, high impact, time sensitive risks are escalated to either the project manager or steering committee level for both awareness and mitigation planning assistance. Escalated risks are reported on the weekly project status report and the monthly stakeholder briefings. MTX uses the following techniques for risk mitigation:

Technique	Description
Interviews	Interview relevant project stakeholders to identify their concerns, which may provide insight into real project risks.
Risk brainstorming workshops	Conduct risk brainstorming workshops with relevant project stakeholders to identify risks, including key risk influencers, risk levels, and possible impacts.
SWOT analysis	Conduct strengths, weaknesses, opportunities, and threats (SWOT) analysis to gain a holistic view of the project with respect to risk. • Threats are project risks • Opportunities represent lost potential benefits if not pursued • Weaknesses, if not properly mitigated, can negatively impact a project • Strengths should be leveraged to help the project mitigate the identified project threats
Process reviews	Identify process-related risks by reviewing the various project management processes, tools, and techniques described in the Quality Management Plan.

Previous project reviews	Identify risks from previous projects of similar size and complexity, using available project data and lessons learned.
Project Team Members Risk Submissions	Project team members (MTX and Client) are encouraged to report risks to workstream and project management leads. Like any other risks, these risks are evaluated and logged into the project risk register for analysis and mitigation planning.

Risk Analysis: Risk Analysis is the process of examining each risk to understand the risk source or category, isolate the cause/trigger, quantify the probability of occurrence, and determine the nature and impact of the results if realized. MTX's risk analysis process uses both qualitative and quantitative parameters. As a result of the risk analysis, risks are rated and prioritized by severity in the MTX Beans Project Management Tool.

The result of the risk analysis activity is to score risks for probability and Impact. After scoring, we calculate severity and use the combined rating to inform the risk mitigation plan. Additionally, risk triggers are established for each risk. Triggers are agreed thresholds whereby the risk is advanced to issue.

The following represent the risk impact/probability matrix used to internally score the risks for the purpose of prioritization. The resulting product from multiplying risk probability and impact determines the severity rating (score) of the risk. The higher the risk score the more important it is that the risk is managed.

		Probability				
		1-Low	2-Low/Medium	3-Medium	4-Medium/High	5-High
Impact	5-High	Low (5)	Medium (10)	High (15)	High (20)	High (25)
	4-Medium/High	Low (4)	Medium (8)	Medium (12)	High (16)	High (20)
	3-Medium	Low (3)	Medium (6)	Medium (9)	Medium (12)	High (15)
	2-Low/Medium	Low (2)	Low (4)	Medium (6)	Medium (8)	Medium (10)
	1-Low	Low (1)	Low (2)	Low (3)	Low (4)	Low (5)

Score	Severity
1-5	Low
6-12	Medium
13-25	High

The risk response matrix below is used to consider the appropriate action required for each risk in relation to its impact / likelihood. Guidance on the review periods for each level of risk is the minimum level of review required, but certain risks might warrant more regular reviews.

Impact				
High	3	Implement Further Actions to Reduce Risk; Continue Existing Controls; Generate Contingency Plan; Review at least every 2 weeks	Urgently Take Further Remedial Action to Reduce Risk; Contingency plan on standby; Review at least every week	Take Immediate Further Remedial Action to Reduce Risk; Contingency plan on standby; Review Continuously
	2	Tolerate; Continue existing Control Measures; Possible Contingency Plan; Review at least 2 weeks	Implement Further Actions to Reduce Risk; Continue Existing Controls; Generate Contingency Plan; Review at least every 2 weeks	Urgently Take Further Remedial Action to Reduce Risk; Contingency plan on standby; Review at least every week
Low	1	Tolerate; No action; Continue Control if Required; Review at least monthly	Tolerate; Continue existing Control Measures; Possible Contingency Plan; Review at least 2 weeks	Implement Further Actions to Reduce Risk; Continue Existing Controls; Generate Contingency Plan; Review at least every 2 weeks
		1 Low	2 Probability	3 High

Risk Mitigation Planning: Risk Mitigation Planning involves determining the proper strategy to address a risk, based on its severity, impact, and time criticality. Once an appropriate strategy is determined to address a risk, tactical details, roles, and responsibilities are defined for the execution of that risk response strategy. Risk mitigation plans for each risk are documented in MTX Beans. Risk Mitigation Plans are defined in a collaborative effort between MTX and DHHS project managers, and if appropriate, MTX and DHHS Project Sponsors. Ongoing monitoring of valid risks, as well as identification of new risks is performed through the entire project design, development and implementation phase.

Risk Response Monitoring and Control: Risk monitoring and control takes place throughout the life of the project. Our joint Project Management Team actively monitors risks and responds with mutually agreed-upon risk mitigation plans when risks thresholds are triggered. Risk monitoring and control is an ongoing activity that requires input from all impacted project stakeholders. To enable effective risk monitoring and control capabilities, it is critical to track risks in a consistent manner and provide access, visibility, and up-to-date status to the project stakeholders that need it in a timely manner. The MTX Beans tool and its risk management capabilities provide the essential information needed to effectively monitor and control project risks.

Key Implementation Risks and Risk Mitigation Strategies: As part of our proposal response project planning process, MTX has conducted a preliminary risk analysis in accordance with our risk management methodology. The following table lists the top risks on the DHHS project and how we propose to mitigate the risks.

Risk ID and Description	How MTX Proposed solution mitigates the risks
Unrealistic vendor implementation workshare expectations	MTX and DHHS to clearly define an accountability matrix for vendor relationship management and decision authority. Both parties are to maintain consistent communications to ensure no impact to project timeline and stakeholder management.
Configuration Over Customization	Where applicable, MTX Technical and Business Architects SMEs will take into consideration process and data model efficiencies for declarative configuration as opposed to custom code not to leverage best practice, but to account for scalability and system maintenance during development and post deployment.
SME, Tester Availability	MTX and DHHS to ensure proper communications and proper parties are involved well in advance for all necessary critical project phases and agile ceremonies such as project/workstream discovery, sprint demo and UAT for client testing and feedback. MTX will also conduct formal kick-offs to ensure DHHS properly understands the roles and expectations of each role to ensure project success.
Super-User buildup to accelerate adoption	Where applicable, MTX advises DHHS to identify and leverage Admin Users participation during all phases of the project implementation as this will allow DHHS to develop a strong user-base that can learn the solution alongside the MTX development/testing and training teams. MTX will coordinate timing of shadowing and discussion efforts to allow for Admin and Super User's to serve as internal SME's for improved user adoption.
Knowledge Transfer	Knowledge Transfers (KT) may occur throughout the various project phases and both parties are responsible to ensure proper KT is conducted for the following but not limited to: - Resource Onboarding - Resource Replacements - Vendor Management - Steering Committee Meetings
Scope Management and Over Automation	MTX understands the importance of developing projects within scope, budget and timeline. MTX fosters an environment that allows for DHHS to identify scope related changes and to address scope in (3) different methods: - Priority-based requirements that can be interchanged between sprints after Level of Effort (LOE) and impact are assessed and any change is approved by both MTX and Client. - Approved Change Orders to account for additional scope that was not considered during Discovery to developed and deployed within the existing/executed Statement of Work (SOW) - Backlog of requirements categorized as enhancements will be organized into a "Phase II" bucket that can serve as a repository for future work that can be completed in a subsequent project or SOW based on DHHS's timing, preference and urgency.
Data Migration (Clean data)	Data Migration is critical to project success and thus MTX recommends early collaboration with DHHS's Data Management SME to ensure data is identified, reviewed, cleaned/manipulated and mapped accordingly with the Data Quality and Data Migration preparation planning prior to User Acceptance Testing.
Performance Testing	Due to the level of data, volume and usage for the cloud-based liquor licensing solution, MTX is experienced in leading Performance Testing with Salesforce for proper volume testing and validation prior to go-live. MTX will provide ample notice and coordinate with the DHHS Project Manager and Leadership team well in advance to streamline the development, UAT and Performance testing.
Deployment Change Over Plan	MTX recognizes this importance of proper planning ahead of sunsetting or running several SaaS platforms in parallel during a production/go-live effort. The MTX team will prepare, review and execute a defined plan that is coordinated and approved by both parties to ensure each step is captured and articulated across project teams for alignment.

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Issue Management

The Issue Management Plan specifies the processes used to identify and manage project issues. It addresses both internal and external issues on the project that are impacting project schedule, scope, quality, and or resources. MTX Beans is used to enter, track and report issue activity. Both the Issue Management Plan and the issue log will be reviewed regularly throughout the project to monitor existing issues and to identify new ones. Issues are events that are occurring now or have already occurred. An issue is not an event or item that may occur at a time in the future. For active potential or active issues, MTX executes monitoring, collaboration, and resolution to minimize project and stakeholder impact.

As part of the project management plan, we document issue management roles, responsibilities, and escalation guidelines. The project management plan also describes issue management communications and reporting requirements. Our Issue Management process includes:

1. Issue Identification and Documentation
2. Issue Analysis and Prioritization
3. Issue Management and Escalation
4. Issue Communications, and
5. Issue Resolution and Close.

Like all project management processes, the MTX issue management processes are designed to be collaborative, transparent, and proactive. Our issue management process is summarized below.

1. **Issue Identification and Documentation** - When issues arise, the project team identifies the issues and documents them in the Beans tool. The identifying team is responsible for entering at least the minimum information, including the description, identification date, and priority.

2. **Issue Analysis, Prioritization, and Escalation** - Project team members analyze the issue and perform an initial evaluation of the source, cause, dependencies, and business and system impacts. Each open issue is discussed at standing project management and team meetings. In these meetings, issues are given a priority of Low, Medium, High, or Critical. Once the priority is determined, it is assigned to a project team member for resolution with a planned resolution date. Issues that cannot be resolved at lower levels within the project team are escalated to the project management team, and, if necessary, to the Project Steering Committee.

3. **Issue Management** - Active issues are managed by the assigned team member, with updates required weekly to the MTX and client project managers. High and critical project issues are escalated and are under the oversight of the MTX Project Director and the DHHS Sponsor designee. All issues are managed in the MTX Beans issue log is used throughout a project's lifecycle to capture any issues brought forward, communicate the issues to the project team and stakeholders, establish categories, priorities of all issues, assign responsibility to each issue, and to ensure that each issue is resolved with minimal impact to the project's performance. Like most other project documentation, the issue log will be reviewed by the project team regularly to ensure that issues are being resolved. The document should be updated and communicated to all appropriate project stakeholders as updates are made.

4. **Issue Communications** - The Beans tool provides a common repository for tracking, monitoring, and reporting issues and has been used successfully on nearly all of MTX's 950+ projects. Issue status is provided in the project management dashboards within Beans and is used to monitor and control project issues. Issues are then published to communicate status and facilitate resolution of issues in the appropriate project status report, workstream and project level status meetings, and project stakeholder briefings.

5. **Issue Resolution and Close** - MTX and DHHS teams work collaboratively to resolve issues and once resolved, marks the issues as complete in the Beans tool. Once an issue is resolved, the actual resolution date and resolution comments are recorded.

Communications Methodology

MTX has a well-established project implementation and client support strategy that spans all of our engagements. We leverage shared and continually optimized core and enhanced project management strategies to ensure collaborative, timely, and effective implementations across all of our core and custom solutions. Throughout all of our engagements, MTX and its partners focus on building effective relationships with our customers and providing dedicated executive leadership, technical expertise, and end-to-end project management to ensure success in every project.

MTX believes transparent and frequent communication is a critical driver of success for project delivery and for building productive relationships. Our method includes frequent communication touch points. Daily and weekly status meetings/reports provide insights to leaders and staff needed to make decisions, assess project health, and report the most up to date details to their stakeholders.

As a standard practice, all MTX projects at a minimum include the following meetings and reports that includes both technical and business audiences.

- **Planning Sessions:** Take place before the official project kickoff. MTX and DHHS Program/Project Managers organize these sessions to help the leaders of the project to meet and establish rapport; align around project goals, schedule, budget, and timeline; coordinate kickoff and related activities.
- **Project Kickoff Meeting:** Invites all project members to meet and establish rapport; align on scope, timeline, and other critical project elements; establish expectations around roles, responsibilities, and delivery methodology; agree on communication and tools protocol; and schedule upcoming activities. Both parties report back their readiness to move the project forward in all areas of the scope.
- **Scope Checkpoint Meetings:** To report back to project teams on the final selection of requirements/stories for delivery. This meeting sets expectations around development/testing work and ensures alignment on timeline, budget, and scope.
- **Steering Committee Meetings:** Project leaders hold monthly meetings to update project sponsors, executives, and stakeholders around overall project health and alignment with vision. These meetings provide strategic vision and guidance, prioritize program activities, provide an ultimate point of escalation, and are used to approve changes in direction.
- **Project Manager Status Meetings:** Our project managers meet weekly to manage business escalations and risk mitigation, coordinate key activities, and report back status of key project health indicators such as budget, timeline, and scope.
- **Daily Status Meetings:** Delivery team meets daily for 30-minute meetings to provide updates on work accomplished to date, work planned for the day, and any blockers that require attention to complete scheduled tasks. This meeting is conducted by the Scrum Master with the development team in attendance to ensure accountability, on-time delivery, and mitigation of obstacles.

- **Special Meetings**: Formally initiate and exit specific phases of the project including:
  - *Story Refinement Meetings*: Business analysts discover and migrate requirements into Agile stories in collaboration with the [CUSTOMER]'s requirements and stakeholders;
  - *Release/Work Plan Review*: The Scrum Master and project leaders review the high-level sequence of requirements delivery over the duration of the development phase;
  - *Sprint Planning Meeting/Demo/Wrap-up*: The delivery team meets to plan the requirements that will be delivered within the upcoming sprint cycle;
  - *Sprint Demo/Wrap-up*: The project team demonstrates the features that were built during the sprint cycle, discusses the key activities that took place, and officially exits the sprint;
  - *UAT Kickoff*: Project leaders officially kick off the User Acceptance Testing (UAT) cycle by setting expectations around activities, roles, responsibilities, timeline, and scope of work during UAT;
  - *UAT Go/No Go*: Project leaders meet to decide whether the developed features sufficiently passed business acceptance to begin activities to move to production;
  - *Production Go/No Go*: Project leaders meet to decide whether production activities have sufficiently passed to allow for an official go-live of the new system; and
- **Exit Meeting**: At the end of a project lifecycle, MTX holds an Exit Meeting during which project teams review lessons learned, hand off deliverables and assets, review next steps to ensure business continuity and technology maintenance, and sign-off on a plan for backlogged items. These meetings ensure the project wraps up with all outstanding and pending items addressed before project closure.

Along with the Communication Plan, we also deliver the Change Communication Plan. As part of our change management strategy, the Change Communication Plan will help DHHS stakeholders and internal users understand the What, Why, and Impact that change will bring to their organization. We work collaboratively with clients to determine timely messages and materials aligned with key milestones, ensure stakeholders receive consistent information about what is important to them, and establish communication pathways as feedback mechanisms. As a best practice, we propose the following tools to create awareness, desire and alignment around the change:

Communication Elements	Purpose
Learning Styles Assessment	Allows DHHS and MTX to ascertain which learning modalities are needed.
Change Readiness survey	Evaluate users on awareness of the project.
Role Impact Analysis	Define the breadth of user Communication & Training.
Project Awareness Communications	Initial communication to Staff and Constituents.
Vision Planning Workshops	Create a succinct Vision Statement to guide communications to stakeholders.
Marketing Video	Internal promotional video for project awareness.
Project Launch Communication	Inform stakeholders of timeline and progress.
UAT Communications	Explanation of UAT and value for participants.
Project Update Communications	Accomplishments and Wave Rollout Timelines.
Pulse Check Surveys	Cadence of surveys to capture user feedback.

Knowledge Transfer, Training, and OCM

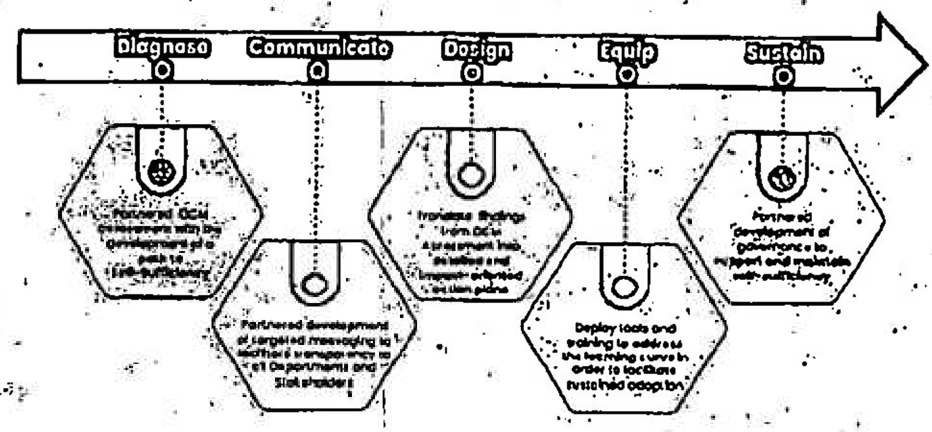
The MTX Change Enablement Team has developed a robust Change Management and Training development process designed to produce stakeholders equipped to excel in a modern technological environment. This educational approach utilizes contemporary digital resources to deliver a collaborative user-based learning component, paired with a team-based learning component that incorporates both learning and programmatic assessment. We have found that this methodology has been extremely well-received and that the majority of our clients agree that our methods have been critical to helping them achieve their goals. The key to success include integrating multiple elements of the curriculum throughout the project lifecycle, developing an early holistic approach towards change management, and expediting the development of important team-working skills which our clients find to be highly impactful and relevant for their needs.

Right from the initiation and planning stage all the way until execution and follow up, we work with you to carefully craft the training agenda and positioning our messaging to the selected audience. Every step of the way from identifying audiences, confirming availability, developing communication plans, creating training materials and presentation, to arranging logistics, conducting sessions, establishing feedback mechanisms, to conducting surveys and evaluations and then accordingly inspecting and adapting to changes when needed, we make it work like a carefully choreographed and synchronized performance. Our experience with the NH CCIS team as well as the MA LEAD system is an attestation to the fact. Not only have we witnessed solid attendance and participation at our training and change enablement sessions, we've received dozens of emails from the provider and licensor community with extremely positive feedback overall.

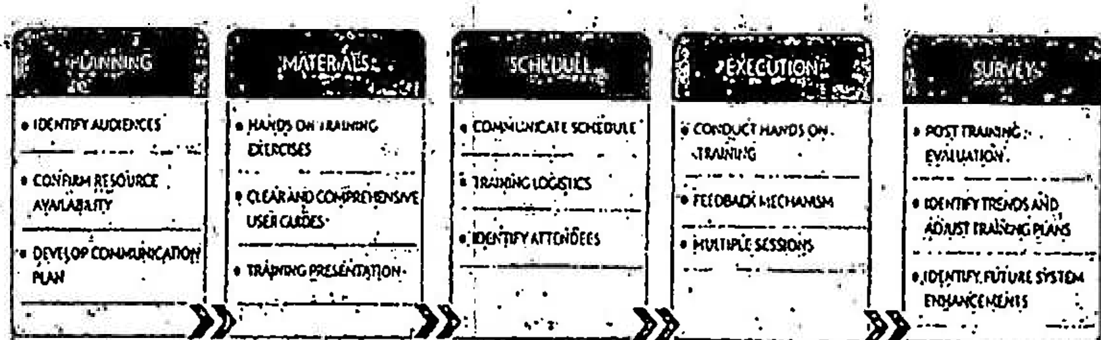
Change Enablement: The MTX Change Lead and the Change Enablement team will identify and collaborate with CCIS stakeholders to develop a tailored and comprehensive Organizational Change Management (OCM) strategy focused on the rollout and utilization of the MTX's proposed Solution. This plan begins by conducting a partnered assessment of your organizational readiness for change and ends with a CCIS team that is confident and self-sufficient in the sustained use of their new and improved platform.

MTX does not believe in a one-size-fits-all approach to OCM, and therefore does not believe that one change methodology is the perfect fit for everyone. Our Change Experts are experienced in over 15 change methodologies and will leverage this experience to provide you with the most impactful change experience possible. Using this experience, MTX will collaborate with you and your stakeholders to develop communication plans, conduct end-user interviews, feedback mechanisms, in progress evaluations, and will use the feedback from these exercises to adapt to changes for successful adoption.

MTX's Change Enablement Methodology



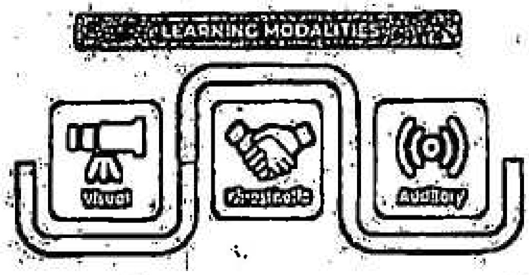
MTX will deliver a synchronized suite of effective OCM principles by identifying stakeholders, developing communication plans, creating training materials, conducting interactive training using adult learning theories, establishing feedback mechanisms, conducting evaluations, and adapting to changes for successful adoption.



From the beginning, we identify and analyze the end-users and stakeholders, and engage with the key members of the client project team, to develop a comprehensive communications and training plan. Communications, training materials, exercises, user guides, and other materials, are customized and planned to meet the needs of the identified stakeholders (i.e., business, technical, and operational).

A successful implementation is a partnership. The Training and Change Enablement plan is a strategy of best practices that we collaborate on, and customize with DHHS. This plan provides a Train-the-Trainer, or an End User Training, with professional MTX trainers, support and coaching, and deliverables to educate users to discover how to be more effective and efficient regarding the new solution.

We value that adult learners process new training in different modalities. Some learn best by watching, others by going hands-on, and others by self-study with detailed documentation. That's why we launched a Learning Modalities Assessment to invite feedback from your stakeholders. This helps shape the learning into specific styles that make your people more comfortable adopting new concepts. To meet these adult learning needs, our blended learning curriculum offers live training in the form of virtual instructor-led webinars based on each role group, in which your users go hands-on with the new system. User Guides, as well as Micro-learning videos, provide step-by-step demonstrations of new processes from start to finish. We will also partner with your marketing and communications personnel to develop, and distribute, ongoing updates (emails, executive messages, videos, etc.) so stakeholders know the progress of the project and how the new solution will benefit them.



To meet your specific goals, MTX will provide live training and documentation listed below:

Deliverable	Description	Quantity
Change Enablement & Training Meeting	The Change Enablement Lead aligns with your execs to discuss training plans and progress.	One per each week of the project.
Online Learning (available 24/ 7/ 365)	Micro-video Learning modules (~4-7 minutes each) are tutorial videos that demonstrate primary duties of each role group. Also serve as training for future hires.	One module per role: Customer service Technical staff
Internal Training Class	Live instruction via live, virtual classroom that is interactive, hands-on and includes Q&A. Webinar is recorded for future use by users.	One (1) training class per role of 90 minutes: Customer service Per User Group Technical staff
User Guides	Detailed step-by-step functionality. These image-based guides meet the needs of stakeholders who are self-study learners. Also serve as training for future new hires.	One (1) per role for: Customer service Per persona Technical staff
Communications	A communications veteran will work with your team to develop a series of internal/external communication.	Artifacts can include: One introductory communication Learning survey UAT communication Go Live communication Champions communication Post-launch user survey
EXTERNAL Community Online Learning available 24/7/365	This tutorial video will demonstrate how external users navigate the system. This Micro-video Learning module can be hosted on your home page for access by external users	One (1) Micro-video Learning module of approximately 3-4 minutes.

The goal of MTX change enablement is to educate, motivate and smoothly transition you and your stakeholders to discover all the efficiencies and benefits of the "future state" at their fingertips. We are committed to making your implementation a success in adoption, so your stakeholders gain more time to focus on actionable data, accuracy, redundancy, security, collaboration and mission-critical work.

Assumptions

Project Startup

1. As necessary and appropriate to complete the scope of this work, DHHS will provide MTX's team with required access to DHHS systems and facilities within ten (10) business days after the project starts.
2. Sufficient and appropriate DHHS resources must be available during the course of the project (for both on-site and remote work).

Project Management

3. DHHS will approve the Project Work Plan within twenty (20) working days after submission by MTX.
4. DHHS and MTX's team will identify and designate a joint project repository for storage of project information and data, work products, and formal project deliverables. Both parties will have access to the repository. The repository will be active within ten (10) days after project start.
5. Meeting agendas will be provided by DHHS and the MTX team two (2) working days in advance of formal scheduled meetings. To the extent possible, meeting agendas will also be provided in advance for informal unscheduled meetings.
6. MTX's team will produce minutes for all formal meetings they participate in and will provide minutes to DHHS for review within two (2) working days after each meeting.
7. MTX's team will provide Weekly Project Status Reports to DHHS two (2) working days in advance of the Weekly Status Meetings.

Project Deliverables

8. Deliverables prepared by MTX will be subject to the review and approval of the DHHS project manager, and/or his or her designee. MTX will provide walkthroughs of deliverables in order to facilitate DHHS's deliverable reviews.
9. The time allotted for DHHS to review, approve, or require modification to MTX's deliverables in writing, based on a material non-conformity with the stated specifications for that deliverable, is five (5) working days.
10. Up to two review cycles will be completed, additional cycles may have a potential impact to cost and/or schedule.
11. A deliverable will be deemed accepted when the acceptance period has expired without a request for modifications.

Project Resources

12. The only roles authorized to make contractual commitments (cost, schedule, resources) on behalf of the MTX team are the Senior Executive and the Project Manager.
13. DHHS will provide a single point of contact who is empowered to make decisions and approve project direction. This resource will be available for at least one hour per day to review progress, provide feedback and direction. DHHS must communicate regularly with MTX and provide our team with timely feedback.
14. DHHS will assign a Project Manager, at project start, who is authorized to make contractual commitments for DHHS.
15. DHHS will identify and assign key project staff for MTX within five (5) days after project start.
16. DHHS and MTX will create project distribution lists within five (5) days after project start

General Assumptions

17. DHHS will supply key stakeholders in a timely manner to participate in interviews, workshops and ongoing review efforts to ensure decisions (sign offs and approvals) are made effectively and efficiently.
18. DHHS will designate an executive-level individual to serve as the Engagement Sponsor. The Engagement Sponsor is responsible for providing active guidance in conjunction with MTX's engagement leadership. The Engagement Sponsor is also responsible for facilitating final deliverable review and sign off.
19. DHHS will provide project coordination support to schedule meetings with key stakeholders (internal and external) and other project sessions (e.g. steering committee DHHS, meetings with interface partners).
20. DHHS will coordinate required communications and interaction with key stakeholders, executive leadership and other subject matter professionals as needed to deliver the scope of the engagement.
21. DHHS will supply necessary access to any key systems and data in a timely manner.

Testing Assumptions

22. MTX will provide and continuously maintain high security and encryption standards to protect data and information at rest, in transit, in storage, and in between different software environments including DEV, QA, SIT, UAT and PROD) across all processes and systems including cloud hosting environments, virtual machines, and any approved third-party solutions, interfaces and/or APIs necessary to test DHHS's new system and integration with other systems.
23. DHHS will provide all systems and data access, software licenses, permissions, connectivity, and infrastructure required to access all integration test environments and to support testing performed by MTX associates working in offsite or remote locations.
24. MTX will provide DHHS with access to BEANS, MTX's Salesforce based requirements, test management and defect tracking tool such for storing User stories, test cases, requirements traceability, executing tests, recording test results (e.g., pass, fail), logging and tracking defects, and reporting of test execution and defect statuses.
25. Where appropriate, MTX will leverage test automation tools and techniques to improve the efficiency and effectiveness of functional testing, regression testing, test data mining, and environment smoke testing.
26. The MTX data conversion and migration team will verify the results of conversion and migration processes; however, DHHS is ultimately responsible for validating the completeness and integrity of data loaded into DHHS's new system.
27. We propose converting either only active cases, or cases from the last 1 to 5 years into the new solution and making the older cases available in a read only repository for research purposes only.

28. DHHS will provide clearly defined, unambiguous, and testable non-functional requirements for system security and performance.
29. Security testing performed by MTX will be limited to the testing of application-level, role-based user accesses; functionality initiating auto-logout procedures after 15 minutes of user inactivity; and field-, screen-, and application-level data access rules.
30. MTX will not be responsible for network vulnerability, intrusion, penetration, user access (e.g., single sign-on, Active Directory, IAMS and SSL), and data security testing beyond how they work with our proposed solution for DHHS's new system. We assume that all foundational security frameworks and protocols, which DHHS has already implemented on an enterprise-wide basis work properly, so MTX's testing efforts will verify that the DHHS's new system solution integrates properly with DHHS's existing security, integration, and infrastructure components.
31. MTX's performance testing will focus on the performance (e.g. response time) of DHHS's new system transactions and processes within the application, especially high-volume transactions and ones that involve large volumes of data. We will also evaluate the performance of report generation processes and interfaces with other systems. MTX will not test the performance of end-to-end processes that cross many internal and external application boundaries or the performance of external, 3rd party applications.
32. DHHS will be performing UAT at the end of each software release (i.e., iteration), and then again will perform an end-to-end UAT after the conclusion of all iterations and sprints and following MTX's System Integration Testing exercise.
33. MTX will be responsible for UAT script writing and UAT session training and facilitation. DHHS will be responsible for reviewing the UAT plan and scripts and sign-off in a timely manner in accordance with any agreed upon timeframes. UAT execution will be performed by DHHS business users. UAT will be performed in accordance with mutually agreed documentation.
    a. Test Scripts will be provided by MTX
    b. During that UAT phase, UAT will take place daily by designated DHHS Testers
    c. Any functional issues discovered need to be recorded on the provided Issues Tracker or MTX BEANS tool
    d. DHHS UAT Testers Time expectations: 20-30 hours first two weeks when testing functionality; ramp down to 10-20 hours after that when retesting failed test cases
    e. DHHS SMEs will review all issues and report to MTX at the end of each day
    f. Issue retest
    g. DHHS SME Time expectations: 30-40 hours first two weeks when testing functionality; ramp down to 20-30 hours after that when retesting failed test cases
    h. MTX will work to resolve reported issues
    i. Daily sync meetings between DHHS and MTX to work through any non-resolved issues

Training Assumptions

34. Training material development and delivery will be role-based and multi-channel (available via conference call, video and online), and may include a 'Reinforcement' training wave during the Support period.

Additional Assumptions

35. MTX will not form part of DHHS's internal control structure. In carrying out our work as outlined in the scope, MTX will not act in the capacity equivalent to a member of management or as an employee of DHHS. However, MTX will communicate to DHHS issues relevant to the project through the process of status reports.
36. DHHS is responsible for identifying any applications that will be decommissioned as a result of the new modules added. DHHS is responsible for decommissioning activities associated with the systems being retired.

37. Once DHHS provides formal acceptance of the project schedule, any delay or slippage of scheduled activities that occurs due to lack of availability of DHHS resources will be processed through a change request.
38. DHHS will provide MTX with access to and licenses for any DHHS-owned software required to fulfill the project responsibilities.
39. Where required data is not reasonably available, MTX will use documented assumptions and proxies that DHHS will need to approve.
40. As part of project initiation, DHHS will work with MTX to more explicitly define what confidential information is, such as determining whether business contact information, or other examples, is included or excluded from DHHS's definition.
41. DHHS agrees that MTX may retain for its files, and not for distribution, copies of each of the Deliverables and all information necessary to comply with its legal requirements, contractual obligations, and applicable professional standards, subject to any confidentiality provisions.
42. MTX resumes, client names and proprietary methodologies are considered confidential and should be withheld from any disclosure as they include information that could be leveraged for a competitive gain.

Engagement

43. Sufficient and appropriate DHHS resources must be available during the course of the project (for both on-site and remote work).
44. MTX resources will remotely provide the majority of support for this project. Short daily meetings will be conducted at the discretion of the project teams to drive rapid and iterative progress.
45. MTX will validate the underlying platform configuration prior to deployment of any MTX Deliverables.
46. Work under this engagement must Go-Live within the parameters and schedule agreed upon by MTX and DHHS. If DHHS fails to Go Live with any development or configuration within this SOW within the timeline agreed upon and at no fault of MTX, and the additional work will exceed the price threshold, the budget for this project must be extended by the additional hours for work to continue. Additional hours must be through a written Change Order.
47. Any failure by either party to enforce the other party's strict performance of any provision of this quote will not constitute a waiver of its right to subsequently enforce such provision or any other provision of this quote.
48. MTX is not responsible for delays caused by failures, including but not limited to: systems, personnel or environmental causes, or in receiving data from the customer.
49. All parties agree that personnel shall not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside the skill sets and experience of personnel. Personnel have the right to decline a service request if the request falls outside the scope of their experience and expertise.
50. MTX reserves the right to demonstrate and record videos of the test environment while in contract.

Maintenance and Operations Support Assumptions

51. MTX team to complete development remotely and visit the DHHS onsite as needed.
52. If applicable, MTX will work with DHHS and the MTX Implementation team members to understand if and when any fixes and/or minor enhancement(s) that are developed as part of the issue resolution(s) will be QA'ed and made part of a planned release for GoLive.
53. Representative weekly/monthly burn-down of hours by roles will be managed through regular reporting by the MTX Managed Services Project Manager.
54. Any release management activities must be coordinated with the MTX Implementation team, if applicable, to ensure changes to the test and/or production Salesforce.com environments are managed successfully.

55. Any reallocation of hours by roles to ensure scope coverage will also be managed and reported on by the MTX project manager.
56. Depending on the complexity of the issue, some issues may need to be addressed in a separate project rather than the Managed-Services period. These issues include but are not limited to the following out of scope items:
    a. New integration requirements
    b. Large Architectural Changes
    c. Significant changes to data model and/or data volumes
57. Scope does not include cloud platform product issues and cloud platform system downtime. These are governed by the cloud platform itself and are supported by Salesforce.com. MTX will make every effort to provide guidance on how to work with the cloud platform support team.
58. Support via email, phone or screen share for issue management and remediation.
59. Flexibility in using total hours in any given month(s). MTX provides a monthly burn report. Once the total hours are exhausted, DHHS may contract for additional Support & Maintenance services.
60. The blended model gives flexibility in resources across all skills (shared pool of resources) based on the tasks.
61. DHHS can evaluate the need for support and maintenance every term and all parties are able to mutually agree to a ramp down period and discontinue support and maintenance.
62. If hours are used faster than estimated, MTX will negotiate a change order.

Data Migration

63. DHHS is responsible for providing cleansed legacy data and for cleansing any bad data identified during the migration process
64. DHHS to define the specific volume and data to be migrated into the DPPS system
65. DHHS is responsible for making all business decisions with respect to data cleansing and will provide these decisions in a timely manner so data migration can be completed in the allocated time frame.
66. DHHS to provide duplication rules. Duplication rules must be viable via automation.
67. DHHS SME resources will be made available to complete necessary data migration activities.
68. DHHS SMEs will be responsible for providing subject matter expertise, assisting with data mapping and validation activities, and will share lessons learned from their experience in addressing data quality issues in the legacy application. The DHHS SME will be involved in programmatic (automation), manual data cleansing, and data mapping activities and will work collaboratively with the MTX Data Conversion Engineers and Analysts in building long-term solutions to prevent data quality issues in the context of the Salesforce application.

Project Deliverables and Milestones

MTX proposes to deliver the enhancements to and new functionalities for NHCIS specified in this RFQ response over a period of 25 weeks, followed by a 72 weeks (18 months) period of ongoing Maintenance & Operations (M&O) support, for a total contract engagement period of 103 weeks.

Implementation Phase (25 Weeks): The major work streams for the enhancements phase of this engagement shall include the following:

1. Data Collection, Reporting, and Dashboarding Enhancements and Implementation
   a. Modifying CCLU's Serious Injury and Death Report
   b. Modifying the data and reporting tools in the Grants management module to support federal reporting requirements of funds awarded by BCDHSC on behalf of the American Rescue Plan (ARP)
   c. Enhancements for the CCLU and Child Care Search to support reporting, current dashboards and additional dashboards as needed
   d. Data collection and reporting for Technical Assistance, Training, and Referral modules
2. Credentialing and Training Module Enhancements
3. Development of Licensing Functionalities

Enhancements will be delivered using MTX's hybrid agile delivery model and will be conducted over a 25 week period.

Help Desk support to the Department's internal support (not to exceed forty (40) hours per week) will also be provided during these 25 weeks.

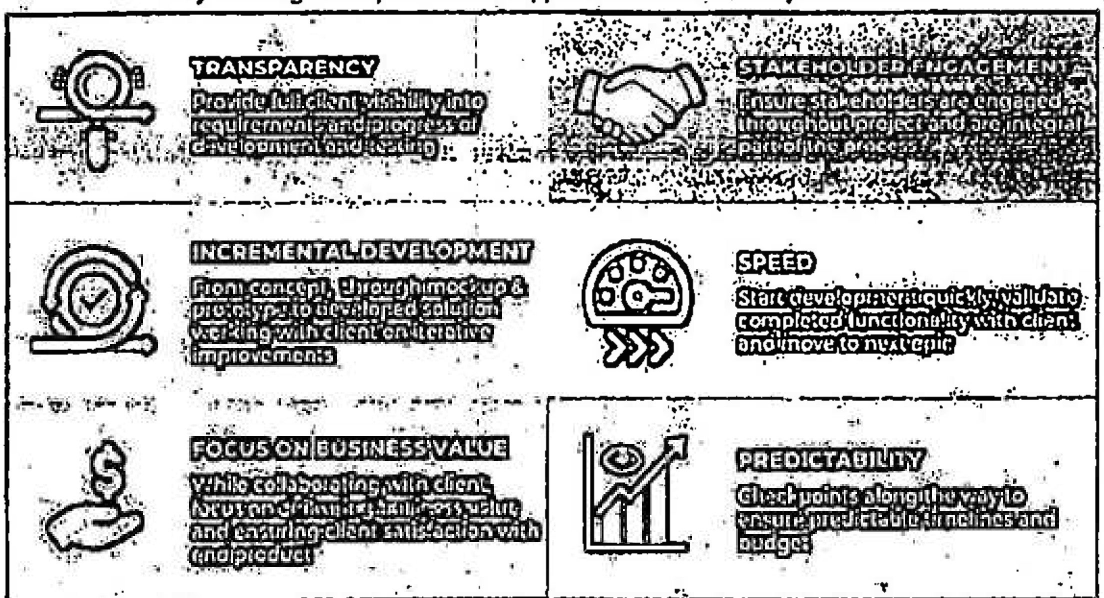
M&O Phase (72 Weeks): The eighteen (18) month M&O period, to provide support for BCD and CCLU operations, shall constitute of the following:

4. BCD and CCLU Operations and Maintenance Support
   a. MTX Managed Services
      i. 18 month period of Managed Services at 30 hours per week following the "go live" period of the enhancements
   b. MTX Help Desk
      i. 18 month period of continued Help Desk support to the Department's internal support not to exceed forty (40) hours per week

The M&O period of this engagement will begin at the conclusion of the 25 week implementation period.

Approach to Implementation - MTX Hybrid Agile: MTX will utilize our hybrid Agile Methodology, its extensive project management toolset, and its emphasis on metrics-driven outcomes to implement the enhancements. Our method blends the best of iterative and predictive approaches and enables a creative process that anticipates the need for flexibility and applies a level of pragmatism. MTX will be transparent with NH DHHS, test frequently, and deliver functionality as soon as it is developed. The core tenets of this method work to deliver satisfaction, innovation, thought leadership, quality, and predictability.

Key Guiding Principles of MTX Approach to Solution Implementation



Our methodology has five phases:

- **Phase 1 - Project Initiation**
  Culminates with a project kickoff meeting so that team members understand project objectives, challenges, DHHS expectations, and their roles and responsibilities.

- **Phase 2 - Validate, Define, and Design**
  MTX engages with DHHS in validation sessions to map out the requirements and deliver detailed, agile sprint-based plans. MTX engages with DHHS to understand the underlying technology and connectivity options to design an optimal integration plan.

- **Phase 3 - Development and Quality Assurance**
  MTX rapidly and incrementally develops, prototypes, and demos the solution for DHHS review. This phase is marked by multiple iterative design sprints and each ends with the client reviewing and confirming the solution developed during that sprint meets requirements. Testing (i.e., quality assurance), integration, data migration, and training activities are conducted in parallel with solution development.

- **Phase 4 - User Acceptance Testing and Training**
  This phase is divided into (a) user acceptance and testing (UAT) and (b) training / change enablement. For UAT, MTX builds a detailed UAT plan for testing and artifacts. At the end of UAT, we provide a list of the identified and resolved issues for approval and sign-off. In parallel with UAT, MTX continues to provide training and change enablement services to DHHS.

- **Phase 5 - Deployment, Go-Live, and Post Go-Live Support**
  MTX deploys the system. Regression testing confirms that full functionality has not been affected by deployment efforts. Once the solution has been confirmed functional in the production environment, MTX will provide post go-live support for a period of time to confirm solution performance and stability. At the conclusion of this support period, the engagement between MTX and DHHS will officially transition to the Maintenance & Operation support period.

The four (4) major workstreams identified in this RFQ have been within the specific project phase in which they will be implemented.

	Implementation Phase	Module, Feature or Workstream
1	Project Initiation	N/A[b]
2	Validate, Define and Design [c,f]	N/A[a]
3	Development and Quality Assurance	DHHS Workstreams 1. Data Collection, Reporting, and Dashboarding Enhancements and Implementation 2. Credentialing and Training Module Enhancements 3. Development of Licensing Functionalities
4	User Acceptance Testing and Training	N/A[d]
5.	Deployment, Go-Live, and Post Go-Live Support	N/A[e]

[a]The identified workstreams only constitute a portion of activities that MTX will provide during this engagement. MTX shall also provide additional professional services such as project management and end-to-end quality assurance to facilitate solution implementation and functionality.

[c]This Validate phase shall focus on the identification of components required to close gaps in IT assets. Validation sessions will be conducted across DHHS core business capabilities and functional areas.

[b,d,e]While none of the specifically identified Module, Feature, or Support Services are implemented in these phases, MTX will continue to provide professional services during these periods to facilitate solution implementation and functionality.

[f]Scope Checkpoint: At the completion of Validate, Design, and Define, MTX will conduct a Scope Checkpoint. This meeting allows for both MTX and NH DHHS to review and align on the defined stories/requirements that are considered in scope for the project. The stories may not contain every detail, but will clearly define what items fall within scope and an opportunity to re-prioritize additional requirements that may have come up after Validation into a backlog or a subsequent Statement of Work. At the end of the meeting, both parties will know how many sprints are needed to complete the approved stories/requirements. A backlog will also be created for stories deemed as enhancements or items that do not fit into this cycle. The Project Timeline will be updated after this to reflect the actual number and length of each sprint.

MTX

Data Collection, Reporting, and Dashboarding Enhancements and Implementation

MTX will utilize Salesforce's out-of-the-box reporting, dashboards and export capabilities to create reports and dashboards to fulfill DHHS reporting requirements. This includes federal, state, DHHS wide, department and individual level reporting needs. Salesforce includes a suite of analytics and reporting tools to help DHHS users view and analyze data that can be accessed via the web or mobile device.

Salesforce offers a wide range of standard reports and reporting features, including the ability to create new reports from scratch. Standard reports and pre-existing NHCIS reports will be used as templates that may be used as starting points from which users can tailor to develop customized reports. The reports will provide standard and configurable reports and dashboards to analyze quality, effectiveness, satisfaction, issues, and overall performance. MTX will provide the following reports and dashboards enhancements to NHCIS:

Features [illegible]
Data collection and reporting capabilities within the Technical Assistance, Training and Referral modules.
Ability to support federal reporting requirements of funds awarded by BCDHSC on behalf of the American Rescue Plan (ARP) within the Grants Management Module
Ability to report and sort information based on: • Time period • How many complaints received • Licensed providers numbers • License-exempt providers numbers • What was the average length of time between receiving the complaint and taking steps to respond to a complaint. • How many complaints received an on-site follow-up inspection • How many of the complaints resulted in one or more substantiated violations in the program or provider site identified. • How many child care providers had CCDF funding revoked as a result of an inspection. • How many child care providers closed as a result of an inspection. • Administrative Rules that are tied to the health and safety complaints and inspections per He-C 4002
Ability of CCLU and Child Care Search reporting to include: • Licensed Plus and Accredited/Quality Rating Designation (CCSP) • ER and P&P (CCSP) • Providers request staff wage reports by statewide, county, region and city/town: (CCSP) • Provider vacancies and total capacities (CCSP) • Mailing List of Providers with Business Name; Director/Owner Name, Street Address, City, State, Zip Code to be able to be put into mailing labels and Excel (CCSP) • Reports needed for Child Care Aware of America (CCSP) • Cost of Care by Age Group: • Vacancy by Age Group • Capacity/Availability by Age Group • Total number of referrals provided by phone (REF) • Total number of referrals provided in-person (REF) • Total number of referrals provided off of CCSP (CCSP) • Follow Up Calls provided to FANF Clients and Success Finding Child Care (REF) • Follow Up Calls provided to Non-FANF Clients and Success Finding Child Care (REF) • Total number of referrals provided to clients who do not speak English well or at all (REF)
Ability for technical assistance reports to include:

• Initiative Totals: What initiatives were provided during a certain time period (Monthly, Quarterly, Annually). • TA Specialist's work - Initiatives and Activities. • TA provided that includes TA Specialist, TA Initiative, TA Program, TA Recipients, Ages Served, TA Phases, Episodes Provided (Total Number, Onsite/Phone/Email/Virtual or is Off-Site used to encompass phone, email and virtual), TA Time Spent and TA Notes.   o Training accessed with TA. Combined reporting capabilities that would outline the training received under that TA Initiative. Report that would outline each TA Phase and Training over a specified time period. • TA Recipients that receive credentials with TA Specialist, Program Name, TA/Credential Recipient, Region, Ages Served and Credential/s awarded and expiration of credential
Ability for training reports to include: • Training List based on Quarter/Year Dates of Completed Participants: Training Name, Trainer Used, Training Date, # of Participants Completed, # Increased Competencies • Training List based on Quarter/Year Dates of All Participants: Training Name, Trainer Used, Training Date, # of All Participants and Status, # Increased Competencies • Training List based on Primary Topic: Training Name, Trainer Used, Training Date, Primary Topic, # of Participants Completed, # of Increased Competencies • Training List based on Secondary Topic: Training Name, Trainer Used, Training Date, Secondary Topic, # of Participants Completed, # of Increased Competencies • Trainee Participation Email List: Individual's name, program name, email address • Trainee Participation Email List for Sign-In: Individual's name, program name, email address

Ability for credentialing reports to include:
• Credential List based on quarter dates
  o Individual's name, program name, credential awarded, date awarded, date expiration.
• Credential List based on Quality Designation
  o Individuals awarded credentials to include quality designation of program working in. Includes individual's name, program name, quality designation/rating of program, position of individual, credential awarded, date awarded, date expiration.
• Credential List based on TA Specialist
  o Individual's name, program name, credential awarded, date awarded, TA Specialist worked with.

Credentialing and Training Enhancements

MTX provides a suite of reusable, intelligent, modular cloud and mobile applications (apps) designed to support all aspects of New Hampshire's educator credentialing system. These can interface with any system and are embedded with your State's regulations and policy. These apps strengthen a better overall understanding and adoption of licensing regulations to promote improved regulatory compliance by professional educators in the state and consistent credentialing practices among members of your bureau of child development department. It is designed to recognize the education, experience, skills and talents of those working in early childhood and out of school time program settings. It is intended to support the ongoing professional development of professionals, particularly given the strong link of staff development to higher quality programs and positive youth outcomes. The system is designed to be voluntary and is based on the following criteria:

- Education and Specialized Coursework
- Work Experience
- Ongoing Professional Development
- Professional Activities

The scope for this current phase will include the continuation of the credentialing portal development and will include:

- New lattices to reflect changes in the credentialing system.
- Eliminating existing lattices to reflect changes in credentialing system.
- Updating language and titles to reflect changes in credentialing system.
- Building capacity for Professional Activity Units (PAUs) to integrate from Training Transcript into a Credentialing Application.

MTX will enable the following features for the trainings module on the NHCIS:

- Ability for an educator to report on and store documentation that demonstrates the completion of a Professional Activity Unit (PAU).
- Integrate Professional Activity Units (PAUs) completed and document them into a training transcript into the educator's credentialing application.
    - This training transcript could be created as a Salesforce based screen or a rendered PDF depending on business need

MTX

Continued Licensing Development

MTX will continue to address, in ongoing partnership with NH DHHS, the critical need to increase the capability to process Child Care licensing applications and manage and report on the status of licensed child care, residential care, and youth recreation programs by further developing the CCIS Licensing functions that we initially implemented in partnership with NH DHHS. MTX will continue to build on the suite of reusable, intelligent Salesforce-based applications designed to support all aspects of NH DHHS's child care licensing program.

These apps strengthen a better overall understanding and adoption of licensing regulations to promote improved regulatory compliance by licensed programs and consistent licensing practices among members of your state licensing department. The AI powered analytics have helped DHHS leverage data driven insights to improve deployment of resources where they are most needed and focus those resources where they will have the most positive impact for children attending licensed programs.

In accordance with this RFQ, MTX will continue to develop the licensing and implement complaints, incident, and investigation module(s) on the Salesforce platform, which provides the native case/workflow management, information gathering, data management, rules engine(s), and dashboarding/reporting capabilities to support via configuration or straight-forward customization using Apex the technical, business, and functional requirements for these modules. The features to be delivered for these modules are described below:

Features
Waivers to online applications to eliminate PDF forms in order to ensure items can be entered, collected and reported.
Camp renewals so they are available at all times during the current license and making updates to camp expiration dates to match first and last session dates, updating the license year annually.
Adding application fields including: • Start and end date • Session dates
Ability for camp directors to indicate dates not on site due to field trips, etc.
Allow camps to update sessions to include ending early or extending sessions
Ability for permits to be considered a licenses by the system
Ability to delete and withdraw (with comment) complaints, waivers, and applications
Ability to show attempted visit with notes as to why the visit did not occur (ex. camps, closed, could not access, etc.)
Ability for public to file licensing complaints and complaints of unlicensed care through intake portal
Ability to attach incident reports to a specific case
Ability to posting documents in portal for providers
Ability to: • Delete a user and/or merge users (specific permission levels only) to maintain one contact record • Create parameters that do not allow someone to create additional accounts (e.g. via include email address)
Developing a component of the Licensing is a module for Complaint, Incident and Investigation management that shall provide the ability to create both narrative reports and a report of findings connected to regulatory non-compliance (violations) including areas to include the notes related to each

MTX

allegation and what evidence was gathered to determine if the violation is founded or not founded. Including but not limited to: • Dates of contacts • emails sent • calls made • child interviews
Adding component to the complaint module to include but not limited to: • Date Received • Date Completed • Collaboration information including drop down of potential collaborative partners for the complaint.
Ability to adjust the list of complaint sources
Alerts to avoid duplication
Ability to connect related complaints/incidents to one another for one single investigation process (ex "add info")
Complaint/incident history reports per program and by category
Visit scheduling prompts for licensors
Ability to schedule announced visits with programs through a provider portal
Data driven visit tool content
Updating of regulations
tool which identifies best practices when noted during a visit
follow-up visit tools created automatically as needed
Providing alerts for non-compliances of highest risk to children
Prompts to programs when visit results require a response
Provider responses stored within the system (e-mails and log of phone calls, all communications)
360 degree view for supervisors and managers including the ability to drill down to specific visits
Non-compliance history reports per program or by regulation
Enhancing injury information for a 365 case management view between Child Care Licensing Unit (CCLU) and individual providers

MTX

BCD and CCLU Operations and Maintenance Support

MTX will provide our (1) Managed Services and (2) Help Desk to provide the Maintenance & Operations (M&O) services required for the ongoing support, usage, and enhancement of NHCIS.

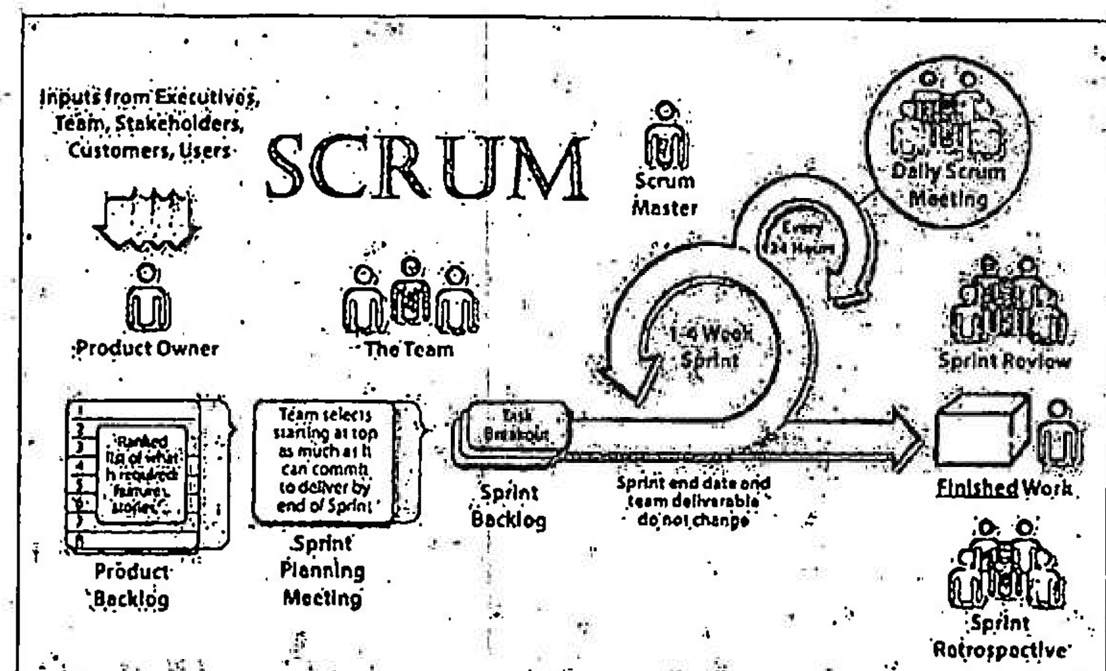
Managed Services - Framework for Ongoing Enhancements

MTX Managed Services will provide the necessary operational and maintenance activities to support the NH DHHS and Bureau of Child Development prioritizing activities to align with changing compliance landscape and operational needs. We will refine solutions as necessary to align with business decision changes including developing new features, enhancements and bug fixes to support both Bureau of Child Development and licensing staff. Some deliverables include but are not limited to support for:

- Data Quality Management
  - As data grows, there is a growing need for data cleaning and minimizing duplicate data. With additional integration and enhancement requires data clean up. In addition, there is an existing data clean up debt that needs to be tackled as well. MTX will implement both Salesforce standard and custom contact matching rules, duplicate detection and handling processes, MDM like compare and merge features, front end duplicate validation rules so NH data stewards can keep on top of the overall CCIS data quality
- Workforce Surveys and support:
  - MTX will implement and provide support for all necessary Workforce surveys at NH Bureau of Child Development's direction.
- Dashboard and Reporting business needs:
- QPR Reporting
- Continuous website content updates
- Internal Staff view enhancements
- Enhancements to Residential & Placement Program administration
- Enhancements to visit lifecycle management activities
- Technical Helpdesk management related enhancements
- Regulation updates and management
- Current and future Grant applications maintenance and support work

Please note new activities will be progressively identified by business every sprint or sometimes on a weekly basis.

Process: Operations and support work implementation will occur in sprints to align with business and compliance goals. Project team will execute work effort in three week sprint iterations and new features, enhancements and bug fixes will be developed iteratively and released in increments using the inspect and adapt model. At the beginning of every sprint, MTX will hold sprint planning sessions with the respective BCD and CCLU business leads who will define the business priorities to solution for the sprint. MTX team will accordingly provide time estimates and begin development on prioritized stories in week 1. Both development and testing will occur during week 2. Business will perform UAT during week 3 and the product increment will be released to production at the end of week 3 after business sign off. This approach will be highly development focused, fast, adaptive and flexible, iterative and incremental, collaborative way to self-organize across teams, enhance business and user collaboration leading to better quality results and provide maximum return in Investment (ROI). MTX will socialize a list of business release notes including any new features, enhancements and bug fixes at the end of every sprint release to provide greater visibility on the business value.



Help Desk - Framework for Immediate Escalation

As the incumbent, MTX is familiar with the staffing and operational support needs of NH DHHS. This engagement focuses on providing technical and operational support of the application for its various users internal and external users.

General Operations: The Support Desk will field incoming interactions from users to help them navigate the system and answer their technical and process related questions, as well as report back to DHHS and M&O teams regarding trends in support engagements. Included in the general operations are additional activities beyond direct user support such as interaction and metrics reporting, quality assurance, client feedback, and meeting attendance.

Example Services		
• General Troubleshooting	• Password Reset	• Account Activation
• Process Inquiries	• Reporting	• Application Review
• Engagement Quality Assurance	• Monthly/Quarterly Reviews	

Staffing Model: The staffing model will include an array of process and technical support professionals, located in the United States, serving a variety of needs. The operating model accounts for up to 35 support engagements per day with appropriate levels of oversight to allow for Agent quality assurance, Client reporting, User escalations, and other operational needs.

Staffing Assumptions: The following assumptions have been made and are part of the pricing determination for this Support Desk. If there is a desire to change the assumptions it may result in the need to modify the pricing agreement. If any stated assumptions are shown to be invalid, an account review will be initiated which may result in the need to modify staffing levels.

- All interactions in English (Other languages supported via Language Line)
- Voice and electronic ticket support
- Average Handle Time (AHT): 10 minutes

Operational Hours: The User Support Desk will operate Monday through Friday from 8am-5pm Eastern Time, Monday to Friday, except for Federal holidays (listed below) with all inquiries received outside the normal operating times to be responded to the next business day.

US Federal Holiday List (2022)	
New Year's Day	January 1, 2022
Martin Luther King Jr. Day	January 17, 2022
Presidents' Day	February 21, 2022
Memorial Day	May 30, 2022
Juneteenth (observed)	June 20, 2022
Independence Day	July 4, 2022
Labor Day	September 5, 2022
Columbus Day	October 10, 2022

Veterans Day	November 11, 2022
Thanksgiving Day	November 24, 2022
Christmas Day (observed)	December 26, 2022

Source: https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/#url=2022

Technology Stack: The mavQ CMS platform will be utilized for the primary interaction tracking system. By default this will allow for voice support with other channels of engagement available upon request (chat/web tickets/email). MTX will provide a phone number for the engagement of the Support Desk agents.

Performance Management and Reporting: The mavQ CMS platform will enable us to provide an array of reporting capabilities surrounding the agreed upon metrics. At program launch daily updates will be provided to track and quickly respond to the various needs of the platform users. Initial reported Metrics and Key Performance Indicators (KPI) will include but not be limited to the below table. In addition to the below metrics, additional reporting will be provided related to the number of cases created that day, the reasoning / categorization of those cases, and the status of the cases (open, closed, pending research...).

Metric	Definition
Average Handle Time (AHT)	Length of support interaction from the time the agent answers the phone to the time the call is disconnected (minutes)
Abandonment Rate (ABD)	The percent of callers who disconnect prior to reaching an agent
Average Speed of Answer (ASA)	The average time from a caller connecting to the system to then connecting with an agent
First Call Resolution (FCR)	Percent of calls where the issue was resolved without transferring, escalating, or requiring a second contact
Incoming Calls	Count of all calls received into the support desk
Outgoing Calls	Count of all calls made from the support desk

Reference and Background Check

The Contractor shall conduct criminal background checks, at its own expense, and not utilize any staff, including Subcontractors, to fulfill the obligations of the Contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees and agents. Contractor workforce shall not be permitted to handle, access, view, store or discuss NH DHHS Confidential Data until an attestation is received by the Contractor that all Contractor workforce associated with fulfilling the obligations of this Contract are, based on NH DHHS provided criteria herein and their job responsibility requirements, eligible to participate in work associated with this Contract. Contractor agrees it will initiate a criminal background check re-investigation of all workforce assigned to this Contract every five years. The five year period will be based on the date of the last Criminal Background Check conducted by the Contractor or its Agent.

The State may, at its sole expense, conduct reference screening of the Contractor Project Manager and the Contractor Key Project Staff. The State shall maintain the Confidentiality of reference screening results.

Response: Read, acknowledged and understood. MTX conducts background investigations and reference checks on all of its employees and agrees to comply with the requirement.

Schedule of Deliverables and Activities

MTX will provide NH DHHS with enhancements and support services implementation project plan. The project plan will include the following components:

- Implementation timeline with post-contract execution activities through system-implementation go-live readiness and post go-live support
- Checkpoints for approving deliverables to be delivered during implementation phases
- Data migration strategy
- Testing plan with corresponding fallback strategy for Unit, SIT, UAT, and Quality Assurance
- Training and communication Plan
- Change management plan that identifies a organization change management method
- Risk management plan
- Disaster recovery plan
- System maintenance plan
- Recommended cadence for project team status updates
- Post-implementation assessment to measure implementation success, adoption, adjustment

MTX will implement the enhancements as outlined in this Section over a period of 25 weeks. During this period, MTX will collaborate with NH DHHS to capture and refine business, technical, and non-functional requirements. During this period, the full Agile solution roadmap will also be established.

Proposed Work Plan

The following presents the proposed work plan along with our typical deliverables per implementation phase. We have combined NH DHHS's desired deliverables with typical MTX deliverables. MTX will provide NH DHHS's desired deliverables during the course of this engagement. Once the enhancements are deployed to production, MTX will transition to Maintenance and Operations Services - high level deliverables for this M&O period have been provided as well.

Phase 1 Initiation	Duration 1 Week
Deliverables and Activities	
Conduct Project Kickoff Meeting	
Work Plan	
Weekly Project Status Reports	
Approved stories defined by the business practices	
Information Security Plan	
Communications and Change Management Plan	
Detailed Project Plan	

Phase 2 Validate, Align, Define & Design	Duration 6 - 23 Weeks
Deliverables and Activities	
Systems Interface Plan and Design/Capability	
Systems Security Plan	
Testing Plan	

Data Conversion Plan and Design
Deployment Plan
Disaster Recovery Plan
End User Support Plan
Business Continuity Plan
Integration Testing Plan
Business Requirements Matrix

Phase 3 Development, Quality Assurance, and Incremental UAT	Duration 15 Weeks	
Deliverables and Activities Enhancements and Quality Assurance	Deliverables and Activities Systems Integration	Deliverables and Activities Incremental UAT
Conduct 3rd Party Penetration Testing and Application Vulnerability Scanning	Define Systems Integrations Strategy and Approach	Conduct User Acceptance Testing
Security Risk Assessment Report	Define Integrations Data Quality Approach	UAT Hand-off for each Sprint
Security Authorization Package	Identify Integration Risks, Preliminary Activities, and Resources	MTX / DHHS to perform UAT for each Sprint
Conduct System Performance (Load/Stress) Testing	Integration Design Documentation	Team will resolve issues during UAT for each Sprint
System Performance Test Summary	Integration Development	Receive Sign-off from the DHHS for each Sprint
Provide Software Licenses if needed	Prepare Integrations Test Planning	Document UAT results for each Sprint
Provide Fully Tested Data Conversion Software	Test In-Bound and Out-Bound Interfaces	
Finalize Requirements for each Sprint	System and Integration Test execution for each Sprint, if applicable	
Complete design for each Sprint	Coordinate with other work streams for Integration Testing for each Sprint, if applicable	
Build changes for each Sprint	Integrations UAT	
Provide Software Installed, Configured, and Operational to Satisfy DHHS Requirements	Fix Integrations Issues	
Conduct Unit/System Testing for each Sprint	Cutover Planning	
Prepare Test Scripts for QA for each Sprint	Production Deployment	
Move changes to QA Environment for each	Document Integration UAT	

Sprint	results and issues	
Conduct QA Testing and Resolve issues during QA for each Sprint	Prepare System Training document(s) for each Sprint, if applicable	
Document QA Test Results for each Sprint	Conduct System Training for NH DHHS for each Sprint, if applicable	
Perform Production Tests		
Production Deployment Test Summary		
User Acceptance Testing Plan		
Documentation of Operational Procedures		
Comprehensive Training Plan and Curriculum		
Entity Relationship Diagram		
Data Flow Diagrams		
Security Architecture Diagram		
Context Diagram		

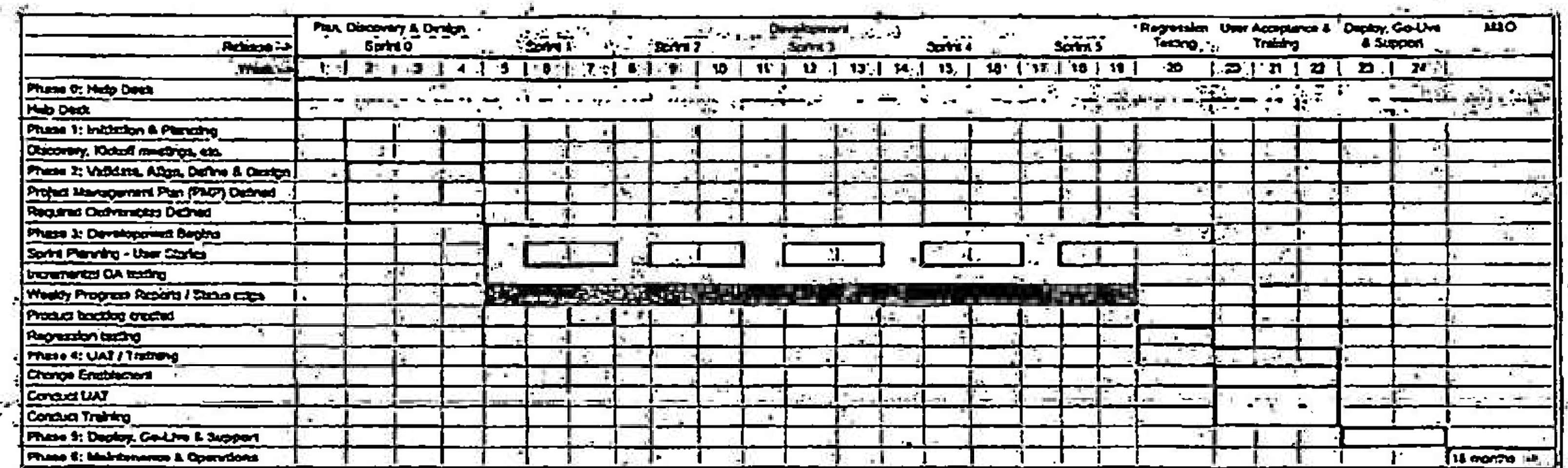
Phase 4 End to End User Acceptance Testing (UAT) & Training / Change Enablement	Duration 4 Weeks
Deliverables and Activities	
Conduct User Acceptance Testing	
UAT Test Summary Report	
Conduct Training	
Training Completion Summary Report	

Phase 5 Deploy, Go-Live, and Post Go-Live Support	Duration 2 Weeks
Deliverables and Activities	
Production Readiness Check and Preparation for deployment	
Converted Data Loaded into Production Environment	
Deploy enhancements into Production Environment: Migrate changes to Production	
Production Validation/Smoke Test by vendor	
Production Validation/Smoke Test by Client	
Production Deployment Report	
Provide Tools for Backup and Recovery of all Applications and Data	
Complete all deliverables and documents, review with NH DHHS, handover, and receive sign-off	

Cutover
Execute System Security Plan
Conduct hand-off sessions / Execute Transition Plan
Setup users, profiles, roles and permissions
Monitoring for issues, performance, resolve post-production issues conduct hand-off sessions

Phase 6 Maintenance & Operations Managed Services and Help Desk	Duration 72 Weeks (18 months)
Deliverables and Activities	
Partner with DHHS to identify and fix issues	
Provide enhancements to make better use of the system as discovered through use	
Updates to process and applicable rule and law changes	

The following timeline is an estimate for the time required to complete the scope identified in this statement of work. The exact timeline will be maintained by the Project Manager and subject to change as the project progresses. The actual implementation may vary.



Software License Requirements

Software License Name	Description of how the software will be used in the solution	The Software License Stock-Keeping Unit (SKU)	Estimated Number of Licenses
Salesforce Service Cloud (Unlimited Edition)	Required for DHHS Staff members to access, operate, and maintain the licensing solution	Service Cloud Unlimited Edition	50
Salesforce Customer Community Login, (Monthly)	Online portal - public facing. Information intake and display.	Customer Community - Login	4000
Salesforce Shield	Cybersecurity and auditing.	Salesforce Shield	1
Salesforce GOV Cloud	Ensures Salesforce servers are held in the United States, FedRAMP compliance.	Salesforce Unlimited Edition GOV Cloud Plus	1

Cost Proposal

Costs and payment schedules are detailed below.

Items	Cost
Enhancements and Implementation (25 weeks)	$2,152,100
Help Desk Services (72 weeks)	$ 501,158
Managed Services (72 weeks)	$ 358,560
Total Cost	$ 3,011,818

Assumptions

- MTX pricing does not include Salesforce licensing costs. MTX assumes DHHS will procure these licenses separately, as needed.
- MTX pricing does not include any contract vehicle fees, if required.
- There are no anticipated travel or expenses in order to perform the Services. In the event that changes, DHHS will reimburse MTX for pre-approved travel and expenses incurred in the performance of the Services.
- Invoices will be invoiced with net 30 payment terms.

Enhancements and Implementation

Phase / Stage	Milestone	Deliverables	Amount
N/A	Milestone 1: Initiation / Validate & Design (Project Kickoff / Approval of Detailed Requirements)	1. Kick-Off Meeting Completed 2. High level project Plan 3. Weekly Status Report/s 4. Help Desk deployment	$242,111
N/A	Milestone 2: Scope Checkpoint	1. User Stories 2. DHHS Sign-off on defined user stories	$ 80,704
Development QA Integration UAT & Training	Milestone 3: Configuration & Development (Completion of Development/Start of UAT)	1. Approved User Stories 2. DHHS Sign-off on defined user stories 3. Initial system configuration and development 4. Configuration workbook - 95% complete 5. Data dictionary document	$1,076,050
Integration UAT & Training UAT	Milestone 4: Completion of End to End User (Acceptance Testing / Completion of UAT)	1. UAT preparation and execution 2. Prioritize UAT issues 3. Weekly status meeting 4. Updated User Stories 5. Updated Data model Dictionary	$645,630
Deploy, Go Live, Support	Milestone 5: Deployment & Rollout	1. Production deployment checklist 2. The final solution is in the production environment 3. Weekly status report	$ 64,563
	Milestone 6: Post Production Support	1. Post Go-Live Support 2. Weekly status report	$ 43,042
		Total	$2,152,100

**These stages correspond to the Stage in the Appendix B, Milestones, Deliverables and Pricing Table as provided in the RFQ. The names of the stages have been provided to demonstrate alignment with our proposed project plan.

MTX

Maintenance & Operations

Support Subscription and Payment Schedule: These services will begin after the Post-Go-live Support is completed. A regular account review will be completed to allow for the right-sizing, scaling up or down, of these M&O offerings.

[illegible] Recurring Items		Billing Terms	Amount
Managed Services	30 hours a week for 72 weeks (18 months) at blended rate of $166/hour	Time & Materials (Monthly)	$358,560

NOTE: MTX pricing does not include any contract vehicle fees, if required.

Appendix A - Key Contractor Staff Resumes

As stated previously, key personnel for our proposed delivery team will include Hope Berg, Gaurang Goradia, Wasif Khan, and Brian McDonald. The table summarizes the role of each key resource.

Resource	Role
 Hope Berg	Project Manager
 Gaurang Goradia	Business Architect and SME
 Wasif Khan	Business Analyst
 Brian McDonald	Change Enablement Lead

By partnering with MTX, DHHS will have a practitioner-led implementation team that combines technical and domain expertise. Resumes for these individuals are on the following pages.

MTX

Hope Berg, Vice President, PMO

IT professional with 15+ years of experience in implementing large enterprise solutions and 5+ years of salesforce consulting experience. Possesses 75 Salesforce Trailhead Expeditioner badges. Proficient in the Agile & waterfall methodology for delivery. Experienced in managing technical teams, working with cross-functional Sales Cloud and Marketing Cloud teams. Coordinating project plans and sprints with third-party vendors to ensure the project is successful and on time.

Professional Experience

MTX Group, Inc | Vice President, PMO | 2021 - present

MTX Group, Inc | Senior Project Manager | 2020 - 2021

- Manage projects relating to COVID, Google, and Salesforce
- Driving projects from initiation to completion, managing project plans, controlling scope and budget, and managing stakeholders
  - Key Clients: SBA

Appirio | Senior Project Manager | 2019 – 2020

- Managed Marketing Cloud implementations and projects within Appirio. Driving projects from initiation to completion, managing project plans, controlling scope and budget, managing stakeholders
  - Product Portfolio Implementation and/or supported: Email Studio, Automation Studio, Journey Builder, Social Studio, Contact Builder, Mobile Studio, Audience Studio, etc.
- Create, facilitate, and guide internal and external teams in strategic alignment to ensure operational efficiencies at the global scale
- Work with customers to develop, manage, and continuously enhance program roadmaps.
- Demonstrated ability to excel on demanding projects, leading teams of up to 12 members
- Key Clients: American Lung Association, Florida State University, Live Nation, Ivy Tech, Roche

Salesforce | Senior Consultant, Services Project / Project Manager | 2015 – 2019

- Manage Marketing Cloud implementations, along with programs for Strategic and Key Level accounts. Driving projects from initiation to completion, managing project plans, controlling scope and budget, managing stakeholders
- Product Portfolio Implementation and/or support: Email: Automation Studio, Journey Builder, Ad Studio, Social Studio, Mobile, Audience Builder, etc

Education & Certifications

Salesforce Email Specialist

MTX

Gaurang Goradia, Business Architect and SME

15+ years of consulting experience and expertise in the areas of business architecture and system analysis, Product and Project Management, Data management and Quality Assurance in various industries, including Healthcare and Finance on a variety of SaaS, E-commerce, Data Warehousing and Business Intelligence applications. Certified PMP and Scrum Master (CSM) with 10+ years of management experience in various industries leading projects.

Core Expertise

Salesforce
Service Cloud, Sales Cloud, Marketing cloud, Einstein Analytics, Workflows, Approval Processes, User set up and role hierarchy, Case Management, custom object and relationships, apex class and visual force development, Salesforce Architecture

Other Tools
MS Project, Version One, ServiceNow, SharePoint, Rational Suite, DataFlux, MS Visio, TOAD 8.6, SQL Navigator 3.0, SQL developer, JIRA, Visual Studio, Tableau, Smartsheet, HP Quality Center, QTP, Rational Test Tools, (Rational robot, Test Manager) Informatica, Business Objects, Cognos, SAP BW, OBI, Crystal Reports, Hyperion, Various MDM

Professional Experience

MTX Group, Inc. | Lead Consultant | 2017 - Present

- Defined long-term product vision and evolution roadmap based on the business needs for a Salesforce sales cloud-based licensing application with 100k+ users leading to greater user engagement and adoption.
- Managed feature iteration through the product life-cycle, translating business needs into a strategic plan, writing and evolving system requirements and product specifications for the data services, user experiences, and technology.

Harvard Business School | Senior Project Manager | 2016 - 2017

- Managed a large data warehousing business intelligence project along with other medium-sized web development projects, successfully driving project plans encompassing multiple work streams and delivery paths to completion leading to greater alumni engagement with HBS.

Blue Cross Blue Shield | Lead Consultant | 2012 – 2015

- Defined the long-term product scope and evolution roadmap based on the business and user needs for a SaaS-based benefits management system over several releases.
- Advised Marketing, Sales, Product Management and Contracts senior management on strategies for data transformation and population of PPACA mandated Summary of Benefits and Coverage using heterogeneous unstructured data sources and helped successfully implement such strategies.

Education & Certifications

Diploma in Applications Programming | University of California, Los Angeles
M.S, Management Information Systems | New Jersey Institute of Technology
B.A, Business | Sydenham College of Commerce & Economics (Mumbai, India)

MTX

Wasif Khan, Business Analyst

Core Expertise

- Languages: Apex, Java, Python, C++
- Database: SOQL, SOSL, Oracle SQL, MySQL
  - Web Design: HTML, CSS, JavaScript
  - Others: Copado, GitHub, JSON

Professional Experience

MTX Group Inc. | Business Analyst | 2020-Present

- Drives conversation in client meetings and leads product development.
- Design end-to-end systems based on business requirements.
- Oversee overall project activities including requirement gathering, development, and quality assurance.

MTX Group Inc. | Computer Science Intern | 2019-2020

- Responsible as a junior Business Analyst. Was part of multiple projects with Salesforce and government entities as clients. Participated in discovery sessions with clients and crafted stories to capture those requirements. Participated in UAT sessions and helped address issues arising out of those.

Education & Certifications

M.S., Computer Science | Stony Brook University | Stony Brook, New York | 2019
B.S., Computer Science and Engineering | Bangladesh University of Engineering and Technology | Dhaka, Bangladesh | 2017

Salesforce Certifications

1. Salesforce Certified Platform Developer I
2. Salesforce Certified Platform App Builder
3. Salesforce Certified Administrator.

MTX

Brian McDonald, Change Enablement Lead

Transformational leader and is passionate about Change Management, People Development, and mental health. Holds a Lean Six Sigma Green Belt from Medtronic and Syracuse University. Certified DMAIC Problem-Solving Instructor. Proven track record of building effective and dynamic teams, capable of problem-solving to build scalable solutions and Cross-Functional initiatives. Grows organizations through the development of sustainable initiatives and people development.

Professional Experience

MTX Group, Inc. | Change Enablement Lead | Oct 2021 - Present

Responsible for guiding public sector agencies through organizational change, at an enterprise level, through the partnered development of holistic change strategies. In addition, responsible for leading MTXs Change Enablement growth strategy through cross-functional partnerships and collaboration. Accomplishments to date include:

- Change Lead overseeing multiple LPI integrations across the Northeast
- Enterprise level coaching for multiple change initiatives across the US

Darn Tough Vermont | Dir. of Operations / Cont. Improvement Specialist | Oct 2019 - Jun 2021

Covered all aspects of manufacturing including: organizational change management, people development, quality, production processes, raw material warehousing, production scheduling and capacity planning management of a 125-person manufacturing facility. Major accomplishments include:

- Increased organizational training participation by 7% in three months
- Maintained a 98% fill rate and zero positive COVID-19 cases
- Generation of over $500k in cost savings in Q1 of FY'21 - $1.5m in total
- Implementation of safety practices; TRIR reduction of 10 points - from 12.2 to 2 - in < 6 months

Viant Medical | Global Director of Operational Excellence | Oct 2018 – Aug 2019

Involved developing and managing an enterprise wide operational transformation program for an OEM valued at $1B. Major accomplishments include:

- Sustained transformation of 4 medical device facilities with combined annual revenues of over $200m, leading to the generation of over $5m in EBITA in 8 months.
- Implemented improvement projects resulting in a $2.1m increase in revenue for a single facility.
- Identified numerous VIP initiatives valued at over $2m across 4 facilities
- Reduced excess inventory of over $4m within 6 months.

Cardinal Health | Senior Manager OpEx and Engineering | Nov 2017 – Oct 2018

Managing all aspects of process and project engineering, operational excellence and maintenance for a 400-person facility with a COP of over $70M annually. Led a team of over 30 employees. In the absence of the site's Senior Director, assumed responsibility for the entire organization. Major accomplishments:

- Established a 5-year strategic roadmap for organizational health improvement.
- Executed $1.3m million in cost reduction initiatives to align with organizational MP&E.
- Ensured on time delivery of Pre-Market Approval for the conversion of a Class III medical device.

Medtronic | OpEx Manager, GSP | Oct 2015 – Nov 2017

Facilitating business process excellence via the methodical investigation, analysis, review and documentation of functional business specifications. Major accomplishments include:

- Leading the organization to achieve over $17 million in cost savings.
- Developing a multimillion-dollar cost savings initiative to receive rebates on duties paid on imports

Medtronic | Manufacturing Supervisor | Sep 2014 – Oct 2015

United States Army | Commissioned Officer | May 2006 – Oct 2014

Education & Certifications

M.S., Strategic Organizational Leadership | Quinnipiac University | North Haven, CT | 2017
Bachelor of Communications, Broadcasting Administration | Georgia Southern University | 2006

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS

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

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

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

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

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

1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
   1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
   1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

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

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

Vendor Name: MTX Group, Inc.

9/6/2022

Date

Das Nobel

Name: Das Nobel
Title: Chief Executive Officer

New Hampshire Department of Health and Human Services
Exhibit E

CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):
*Temporary Assistance to Needy Families under Title IV-A
*Child Support Enforcement Program under Title IV-D
*Social Services Block Grant Program under Title XX
*Medicaid Program under Title XIX
*Community Services Block Grant under Title VI
*Child Care Development Block Grant under Title IV

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

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-I.)

3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

Vendor Name: HTX Group, Inc.

9/6/2022
Date

Das Nobel

Name: Das Nobel
Title: Chief Executive Officer

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: MTX Group, Inc.

9/6/2022
Date

Das Nobel
Name: Das Nobel
Title: Chief Executive Officer

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.

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:

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

Contractor Name: MTX Group, Inc.

9/6/2022
Date

Das Nobel
Name: Das Nobel
Title: Chief Executive Officer

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: MTX Group, Inc.

9/6/2022
Date

Das Nobel

Name: Das Nobel
Title: Chief Executive Officer

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
BUSINESS ASSOCIATE AGREEMENT

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

(1) Definitions.

a. "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.

c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.

d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.

e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.

f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.

g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, 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:

- o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
- o The unauthorized person used the protected health information or to whom the disclosure was made;
- o Whether the protected health information was actually acquired or viewed
- o The extent to which the risk to the protected health information has been mitigated.

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

c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.

d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.

e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (I). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI 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.

Department of Health and Human Services	MTX Group, Inc.
The State	Name of the Contractor
Karen Hebert	Das Nobel
Signature of Authorized Representative	Signature of Authorized Representative
Karen Hebert	Das Nobel
Name of Authorized Representative	Name of Authorized Representative
Division Director	Chief Executive Officer
Title of Authorized Representative	Title of Authorized Representative
9/6/2022	9/6/2022
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 (UEI #)
10. Total compensation and names of the top five executives if:
    10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than $25M annually and
    10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.
The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:
The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: MTX Group, Inc.

9/6/2022
Date

Das Nobel
Name: Das Nobel
Title: Chief Executive Officer

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 UEI (SAM.gov) number for your entity is: SXE4ZS7ULP41
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: ________

Contractor Initials DN

Date 9/6/2022

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements

A. Definitions

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

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, " Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

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

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.

5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.

6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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 <u>encrypted</u> and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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

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

III. **RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

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

A. Retention

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

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

98 MLC

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street - Room 120
Concord, New Hampshire 03301
Office@das.nh.gov

Charles M. Arlinghaus
Commissioner
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August 20, 2021

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

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with MTX Group Inc. of Albany, NY (Vendor No. 346414), for an aggregate price limitation of $10,000,000.00 among all awarded vendors, for Salesforce Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

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

EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on February 3, 2021 with responses due on March 3, 2021. There were 11 compliant responses received.

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

As the State's experience and expertise with Salesforce matures, it will expand its Salesforce capabilities and services offered. The production Salesforce environment is centrally managed. The State has implemented an Enterprise Government Model that seeks to establish Standard Operating Procedures (SOP) and processes on the use of third party solutions.

Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

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

Respectfully submitted,

Charles M. Arlinghaus
Commissioner