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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION FOR CHILDREN, YOUTH & FAMILIES

Lori A. Weaver  
Commissioner

Marie Noonan  
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4451 1-800-852-3345 Ext. 4451  
Fax: 603-271-4729 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

February 24, 2025

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division for Children, Youth and Families, to award a contract with Deloitte Consulting, LLP (VC# 174776), New York, NY, in the amount of \$18,576,555.05, to support the safety, permanency, and well-being of New Hampshire's children and their families by replacing the current State Automated Child Welfare Information System, New Hampshire Bridges with the New Hampshire Comprehensive Child Welfare Information System ("Granite Families"), with the option to renew for up to five (5) additional years, effective April 9, 2025, upon Governor and Council approval through June 30, 2031. 50% Federal Funds. 50% General Funds.

Funds are available in the following account for State Fiscal Year 2025 and are anticipated to be available in State Fiscal Years 2026, 2027, 2028, 2029, 2030, and 2031, upon the extension of the capital appropriation, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**See attached fiscal details.**

**EXPLANATION**

The purpose of this request is to replace the current State Automated Child Welfare Information System, called New Hampshire Bridges (NH Bridges), with a modernized New Hampshire Comprehensive Child Welfare Information System, which is otherwise referred to as "Granite Families." Granite Families will be a case management information system to support child welfare program needs. Child welfare information systems such as Granite Families are critical tools that help support management and tracking of child welfare programs and effective delivery of services to children and families. These systems support the collection and maintenance of data used for Federal reporting and help measure the effectiveness of child welfare programs. Granite Families will also enable the Department to streamline data collection and entry, provide more real-time access to data, facilitate data analysis and interpretation, support data-informed decision-making, and help reinforce practice that centers the needs of the communities served.

The Department implemented NH Bridges in 1997. NH Bridges has become a large and complex system with a suite of business functions, but it no longer efficiently meets the needs of the Department. Granite Families will replace the 28-year-old system with a more efficient data infrastructure designed to support the Department and Federal requirements, and, more

importantly, the safety, permanency, and well-being of New Hampshire's children and their families. Given the sensitive nature of the data in this system, the vulnerable children and youth being served, the critical need to make time sensitive system updates, and the system complexity, the Department has worked with Federal partners and other states to devise a plan to utilize the Salesforce platform and this contract for professional services to implement the solution. Salesforce gives CCWIS a foundation to integrate child welfare and child services systems.

This contract will support services for approximately 100,000 New Hampshire children and their families in need of child welfare and juvenile justice services annually by providing child welfare staff with the critical information needed to make sound and well-informed decisions; collaborate with other human service, health and education programs; communicate with the courts; implement continuous quality improvement processes; and support mobile access for field staff.

The Contractor will fulfill the following deliverables to achieve a certified CCWIS that provides the necessary tools to support case management and data related activities:

- Design, development and implementation of an Intake, Assessment and Case Management system including a Structured Decision-Making module. This will include data migration from the legacy NH Bridges system, building interfaces to support document imaging, Enterprise Business Intelligence, and data synchronization with the NH Bridges system.
- Enhance Data Analysis: integrate with the State's Enterprise Business Intelligence while also creating processes to allow for integration with key systems for payment processing, Child support services, imaging and document management, and reporting.
- Mobile- friendly and improved user experience to allow for accessibility by case managers and clients.
- Enhance capability to assess children's and families' needs; match them to appropriate providers and community-based services; and enable external partners to securely interact with the system to improve case coordination.
- Data Quality and Enhance Reporting: Utilizing data integrity, auditing, reporting, and a data quality plan to support improved data collection and actionable insights. In compliance with CCWIS, the system will publish reports, dashboards and visualizations in the internal and external data portals.

The Department will monitor services utilizing agile project management methodologies daily, weekly and monthly; ensuring the CCWIS and the Salesforce Organization supports, builds and maintains a framework for the Department's organizational infrastructure effort while maintaining and supporting the safety, permanency, and well-being of New Hampshire's children and their families.

The Department selected the Contractor through a competitive bid process using a Request for Proposals (RFP) that was posted on the Department's website from August 20, 2021, through September 27, 2021. The Department received two (2) responses that were reviewed and scored by a team of qualified individuals. The selected vendor received the highest overall combined technical and cost score. The Scoring Sheet is attached.

The Department initiated the procurement process in 2021. The resulting RFP and contract involved multiple rounds of robust legal, security, IT and Federal reviews and approvals due to the complexity of this cloud-based system. Upon submission of the Department's Comprehensive Child Welfare Information System Implementation Project plan to the Federal Administration for Children and Families (ACF), ACF notified the Department of the Federal requirement to obtain Independent Verification and Validation (IV&V) services within six months. This ACF requirement necessitated scope changes and resulted in additional delays to the finalization of this contract. However, during this time, the Department was able to further refine the solution, contract requirements and maintain the 2021 proposed price.

As referenced in Exhibit A, of the attached agreement, the parties have the option to extend the agreement for up to five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval.

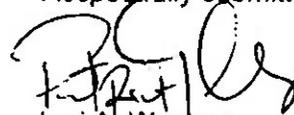
Should the Governor and Council not authorize this request, the Department would have to continue to use the legacy system, NH Bridges and would require the Department to seek approval from Federal funders to support its continued use. Additionally, the Department would be unable to address its mobile workforce and maintain consistent and data-driven decision-making, accessibility, efficiency, and data validation.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #93.658, FAIN #2401NHFOST.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
FISCAL DETAILS SHEET**

**05-95-042-421030-93160000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:  
HUMAN SERVICES, DIVISION FOR CHILDREN, YOUTH AND FAMILIES, L21:1V112-DCYF (CCWIS)**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2025	034-500161	Capital Projects	TBD	\$ 3,710,224.00
2026	034-500161	Capital Projects	TBD	\$ 857,528.71
2027	034-500161	Capital Projects	TBD	\$ -
2028	034-500161	Capital Projects	TBD	\$ -
2029	034-500161	Capital Projects	TBD	\$ -
2030	034-500161	Capital Projects	TBD	\$ -
2031	034-500161	Capital Projects	TBD	\$ -
		Sub Total		\$ 4,567,752.71

**05-95-095-950030-13050000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:  
COMMISSIONER'S OFFICE, OFFICE OF THE COMMISSIONER, 19-146:1VIII A - DCYF Child We**

State Fiscal Year	Class/ Object	Description	Job Number	Current Amount
2025	034-500161	Capital Projects	TBD	\$ -
2026	034-500161	Capital Projects	TBD	\$ 7,535,219.23
2027	034-500161	Capital Projects	TBD	\$ 649,132.77
2028	034-500161	Capital Projects	TBD	\$ -
2029	034-500161	Capital Projects	TBD	\$ -
2030	034-500161	Capital Projects	TBD	\$ -
2031	034-500161	Capital Projects	TBD	\$ -
		Sub Total		\$ 8,184,352.00

**05-95-042-421030-32040000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS:  
HUMAN SERVICES, DIVISION FOR CHILDREN, YOUTH AND FAMILIES, L23:1VIII-CCWIS Brdgs Replemn**

State Fiscal Year	Class/ Object	Description	Job Number	Current Amount
2025	034-500161	Capital Projects	TBD	\$ -
2026	034-500161	Capital Projects	TBD	\$ -
2027	034-500161	Capital Projects	TBD	\$ 1,609,729.47
2028	034-500161	Capital Projects	TBD	\$ 1,687,986.71
2029	034-500161	Capital Projects	TBD	\$ 1,479,548.81
2030	034-500161	Capital Projects	TBD	\$ 756,685.35
2031	034-500161	Capital Projects	TBD	\$ 290,500.00
		Sub Total		\$ 5,824,450.34
		<b>TOTAL</b>		\$ 18,576,555.05

New Hampshire Department of Health and Human Services  
 Division of Finance and Procurement  
 Bureau of Contracts and Procurement  
 Scoring Sheet

Project ID # RFP-2021-DCYF-05-GRANI  
 Project Title New Hampshire Salesforce Granite Families CCWS

CCWIS Solution			
	Maximum Points Available	Deloitte	MTX
<b>Technical</b>			
Proposed Software Solution (Topic 1 - 4 & 13-16)	30	29	21
Vendor's Technical, Service and Project Management Qualifications (Topic 17 - 26)	30	29	20
Vendor Company (Topic 5 - 10)	10	10	8
Staffing Qualifications (Topic 11-12)	16	15	10
<b>Subtotal - Technical - CCWS</b>	<b>85</b>	<b>83</b>	<b>59</b>
<b>Cost</b>			
Vendor Cost	15	9	15
<b>Subtotal - Cost - CCWS</b>	<b>15</b>	<b>9</b>	<b>15</b>
<b>TOTAL POINTS - CCWIS Solution</b>	<b>100</b>	<b>92</b>	<b>74</b>
<b>TOTAL PROPOSED VENDOR COST - CCWIS</b>		<b>\$13,019,386</b>	<b>\$7,662,019</b>
<b>Optional Maintenance and Operations</b>			
	Points	Deloitte	MTX
<b>Technical</b>			
Proposed Approach to Salesforce Maintenance Services (Topic 5)	30	29	25
Vendor's Technical, Service and Project Management Qualifications (Topic 1 & 3)	30	30	25
Vendor Company (Topic 6)	10	9	8
Staffing Qualifications (Topic 2 & 4)	15	14	12
<b>Subtotal - Technical</b>	<b>85</b>	<b>82</b>	<b>70</b>
<b>Cost</b>			
Vendor Cost	16	15	5
<b>Subtotal - Cost - Optional M&amp;O</b>	<b>16</b>	<b>15</b>	<b>5</b>
<b>TOTAL POINTS -Optional M&amp;O</b>	<b>100</b>	<b>97</b>	<b>75</b>
<b>TOTAL PROPOSED VENDOR COST - M&amp;O</b>		<b>\$1,877,147</b>	<b>\$5,851,550</b>
<b>TOTAL PROPOSED VENDOR COST - CCWIS and M&amp;O</b>		<b>\$14,896,533</b>	<b>\$13,513,569</b>

\*The total proposed vendor cost does not include the amount of funding allocated for pool hours.\*

Reviewer Name	Title
1 Kerri King	INFORMATION TECHNOLOGY MGR IV
2 Michael Williams	INFORMATION TECHNOLOGY MGR V
3 Karl Strand-Pelich	BUSINESS SYSTEMS ANALYST II
4 Michael McGeehan	BUSINESS SYSTEMS ANALYST II
5 Steven DeGiso	INFORMATION TECHNOLOGY MGR V
6 Rebecca Lorden	FINANCIAL REPORTING ADMIN II



**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/doi](http://www.nh.gov/doi)

**Denis Goulet**  
*Commissioner*

February 4, 2025

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 with Deloitte Consulting, LLP, as described below and referenced as DoIT No. 2021-047.

The purpose of this request is to support the safety, permanency, and well-being of New Hampshire's children and their families by replacing the current State Automated Child Welfare Information System, New Hampshire Bridges with the Hampshire Comprehensive Child Welfare Information System, Granite Families.

The Total Price Limitation shall be \$18,576,555.05, effective upon Governor and Council approval from April 9, 2025 through June 30, 2031.

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

Sincerely,

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

Denis Goulet

DG/jd  
DoIT #2021-047

cc: Michael Williams, IT Manager, DoIT



STATE OF NEW HAMPSHIRE

The Department of Health and Human Services

Division for Children Youth and Families

RFP-2021-DCYF-05-GRANI-01 DoIT 2021-047

**STATE OF NEW HAMPSHIRE**  
**THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**RFP-2021-DCYF-05-GRANI-01 DoIT 2024-130- New Hampshire Salesforce Granite**  
**Families CCWIS**  
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**STATE OF NEW HAMPSHIRE  
THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**RFP-2021-DCYF-05-GRANI-01 DoIT 2021-047 - New Hampshire Salesforce Granite Families CCWIS  
STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37**

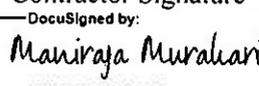
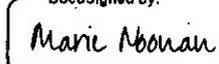
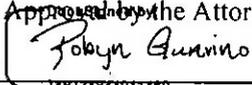
FORM NUMBER P-37 (version 12/11/2019)

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

**AGREEMENT**

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

**1. IDENTIFICATION.**

1.1 State Agency Name The Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Deloitte Consulting, LLP		1.4 Contractor Address 30 Rockefeller Plaza New York, NY 10112	
1.5 Contractor Phone Number (603) 630-2355	1.6 Account Number TBD	1.7 Completion Date 6/30/2031	1.8 Price Limitation \$18,576,555.05
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9637	
1.11 Contractor Signature <small>DocuSigned by:</small>  Date: 2/21/2025		1.12 Name and Title of Contractor Signatory Maniraja Murahari DC Principal	
1.13 State Agency Signature <small>DocuSigned by:</small>  Date: 2/21/2025		1.14 Name and Title of State Agency Signatory Marie Noonan DCYF Director	
1.15 Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i>  By: _____ Director, On: _____			
1.16 <del>Approval by the Attorney General (Form, Substance and Execution) <i>(if applicable)</i></del> By:  Robyn Guarino Attorney On: 2/22/2025			
1.17 Approval by the Governor and Executive Council <i>(if applicable)</i>  G&C Item number: _____ G&C Meeting Date: _____			

Deloitte Consulting <sup>LLP</sup>  
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 Contractor Initials: MM  
 Date: 2/20/2025

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

**RFP-2021-DCYF-05-GRANI-01 DoIT 2021-047 - New Hampshire Salesforce Granite Families CCWIS**  
**STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37**

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

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

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

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

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

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

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

**7. PERSONNEL.**

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

Deloitte Consulting;  
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Contractor Initials:  
Date: 2/20/2025

PLP<sup>ds</sup>  
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**STATE OF NEW HAMPSHIRE**  
**THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**RFP-2021-DCYF-05-GRANI-01 DoIT 2021-047 - New Hampshire Salesforce Granite Families CCWIS**  
**STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37**

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

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

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

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

8.1.1 failure to perform the Services satisfactorily or on schedule;  
8.1.2 failure to submit any report required hereunder; and/or  
8.1.3 failure to perform any other covenant, term or condition of this Agreement.

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

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

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

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

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

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

**9. TERMINATION.**

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

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

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

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

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

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

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

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

12.1 The Contractor must not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the

Deloitte Consulting

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Contractor Initials:

Date: 2/20/2025

LLP  
MM

STATE OF NEW HAMPSHIRE  
THE DEPARTMENT OF HEALTH AND HUMAN SERVICES

RFP-2021-DCYF-05-GRANI-01 DoIT 2021-047 - New Hampshire Salesforce Granite Families CCWIS  
STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37

assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

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

**13. INDEMNIFICATION.** Unless otherwise exempted by law, The Contractor must indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

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

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

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

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

14.3 The Contractor must furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for

all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

Deloitte Consulting,  
Page 6 of 83  
Contractor Initials:  
Date: 2/20/2025

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**STATE OF NEW HAMPSHIRE**  
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**STATE OF NEW HAMPSHIRE GENERAL PROVISIONS - P37**

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

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

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

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

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

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

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**STATE OF NEW HAMPSHIRE**  
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**EXHIBIT A – SPECIAL PROVISIONS**

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**EXHIBIT A – SPECIAL PROVISIONS**

*The terms outlined in the P-37 General Provisions are modified as set forth below:*

- 1.1. Paragraph 3, Subparagraph 3.1, Effective Date/Completion of Services, is amended as follows:**
  - 3.1** Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall become effective on April 9, 2025, upon Governor and Council approval (“Effective Date”).
- 1.2. Provision 3, Effective Date/Completion of Services, is updated with the following addition:**
  - 3.3** The Term may be extended up to Five (5) years(s), (“Extended Term”) at the sole option of the State, subject to the parties prior written Agreement on applicable fees for each extended Term, subject to approval of the Governor and Executive Council.
- 1.3. Provision 5, Contract Price/Price Limitation/Payment, is updated with the following addition:**
  - 5.5** The State’s liability under this Agreement shall be limited to monetary damages not to exceed the contract price pursuant to Paragraph 5.2. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State. Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State.
- 1.4. Provision 8, Event of Default/Remedies, is updated with the following addition:**
  - 8.2.1** give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater specification of time as permitted by the State, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination.
  - 8.2.5** give the Contractor a written notice specifying the event of Default, terminate the agreement as breached, and procure Services that are the subject of the Contract from another source and Contractor shall be liable for reimbursing the State for the replacement Services, above those fees that the State would have otherwise paid the Contractor and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time

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costs; all of which shall be subject to the limitations of liability set forth in the Contract.

**1.5. Provision 9, Termination, is deleted and replaced with the following:**

**9. TERMINATION**

**9.1. Termination Without Cause.** Notwithstanding Paragraph 8, the State may, at its sole discretion, terminate the Agreement for any or no reason, including without limitation for convenience, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement pursuant to this Paragraph 9.1. In such event, the State shall be liable for costs incurred up to the date of termination. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided and the State will have no liability for milestones that have not been initiated.

**9.2. Termination for Cause.** The State may, and subject to any cure period as set forth in Section 8, at its sole discretion, and with written notice, terminate the Agreement for any reason, in whole or in part. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. The State shall be liable for cost of all Services and Deliverables for which Acceptance has been given by the State, provided through the date of termination but will not be liable for any costs for incomplete Services or winding down the Contract activities. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

**9.2.1. Termination Procedure**

**9.2.1.1.** Upon termination of the Contract pursuant to Paragraph 9.1 or Paragraph 9.2, the State, in addition to any other rights provided in the Contract, may require Contractor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

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

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than ten (10) days after termination, terminate its orders and subcontracts related to the work which has been terminated, and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;
- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract

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**EXHIBIT A – SPECIAL PROVISIONS**

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- which is in the possession of Contractor and in which the State has an interest;
- d. Take no action to intentionally erase or destroy any State Data, which includes State Data held by the Contractor's subcontractors;
  - e. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State; (subject to payment thereof, and provided that any property provided "in-progress" shall be provided "as-is" and without warranty);
  - f. Work with the State to develop a Services and Data Transition Plan per the "Contract End-of-Life Transition" requirement in the Additional Requirements section of this Contract;
  - g. Certificates of destruction shall be provided to the State; and
  - h. Provide written Certification to the State that Contractor has surrendered to the State all said property and after

9.2.2. This covenant in paragraph 9 shall survive the termination of this Contract.

1.6. Provision 10, Data/Access/Confidentiality/Preservation, is updated with the following addition:

10.4 In performing its obligations under this Agreement, Contractor may gain access to Confidential Information of the State. Confidential Information is defined in EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*.

10.5 Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:

- a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;
- b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party;
- c. is disclosed with the written consent of the disclosing Party's Privacy Officer or designee.

10.6 Contractor Confidential Information. Contractor shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the Contractor's designation of material as

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confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by Contractor as confidential or proprietary, the State shall notify Contractor and specify the date the State will be releasing the requested information. At the request of the State, Contractor shall cooperate and assist the State with the collection and review of Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Contractor's sole responsibility and at Contractor's sole expense. If Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to Contractor, without any liability to the State.

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

**1.7. Provision 12, Assignment/Delegation/Subcontracts, is updated with the following addition:**

**12.3** Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed and how corrective action shall be managed if the subcontractor's performance is inadequate. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

**12.4** In the event that Contractor should change ownership for any reason whatsoever that results in a change of control of the Contractor, the State shall have the option of:

- a. continuing under the Agreement with Contractor, its successors or assigns for the full remaining Term of the Agreement or for such period of time as determined necessary by the State; and
- b. immediately terminate the Agreement without liability to or further compensation owed to Contractor, its successors or assigns.

**1.8. Provision 13, Indemnification, is updated with the following addition:**

**13.1** The Contractor's liability to the State for any claims, liabilities, or expenses relating to this Agreement shall not exceed two (2) times the contract Price Limitation. Subject to applicable laws and regulations, in no event shall either Party be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Notwithstanding the foregoing, this limitation of liability shall not apply to any claims, liabilities, or expenses relating to (i) infringement of intellectual property rights; (ii) violation of Contractor's obligations under EXHIBIT G, Attachment 2, EXHIBIT F: Business Associate Agreement; (iii) bodily injury, death, or property

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**EXHIBIT A – SPECIAL PROVISIONS**

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damage; and (iv) to violation of Contractor's obligations under EXHIBIT G, Attachment 2, EXHIBIT E: DHHS Information Security Requirements. This paragraph shall survive termination of this Agreement.

**1.9. The following Provisions are added and made part of the P37:**

**25. FORCE MAJEURE**

- 25.1** Neither Contractor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such Party and without fault or negligence of such Party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.
- 25.2** Except in the event of the foregoing, Force Majeure events shall not include the Contractor's inability to hire or provide personnel needed for the Contractor's performance under the Contract.

**26. EXHIBITS/ATTACHMENTS**

The EXHIBITS and ATTACHMENTS referred to in and attached to the Contract are incorporated by reference as if fully included in the text of the Contract.

**27. NON-EXCLUSIVE CONTRACT**

The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified under this Agreement. Contractor shall make best efforts to coordinate work with all other State vendors performing Services which relate to the work or Deliverables set forth in the Agreement. The State intends to use, whenever possible, existing Software and hardware contracts to acquire supporting Software and hardware.

**28. GOVERNMENT APPROVALS**

Contractor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

**29. ORDER OF PRECEDENCE**

This Agreement includes the following documents, which are incorporated into the Agreement by this reference.

- i. State of New Hampshire, Department of Health and Human Services Contract Agreement, Form P-37 and Exhibits A through G.
- ii. State of New Hampshire, Department of Health and Human Services RFP -2021-DCYF-05-GRANI-01, DoIT 2021-047.
- iii. Contractor Response to State of New Hampshire, Department of Health and Human Services RFP-2021-DCYF-05-GRANI-01, DoIT 2021-047, dated September 23, 2021.

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In the event of conflict or ambiguity among any of the text within this Agreement, the following Order of Precedence shall govern:

- i. State of New Hampshire, Department of Health and Human Services Contract Agreement, Form P-37 and Exhibits A through G.
- ii. State of New Hampshire, Department of Health and Human Services RFP -2021-DCYF-05-GRANI-01, DoIT 2021-047
- iii. Contractor Response to State of New Hampshire, Department of Health and Human Services RFP-2021-DCYF-05-GRANI-01, DoIT 2021-047, dated September 23, 2021.

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**EXHIBIT B – STATEMENT OF WORK**

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**EXHIBIT B – STATEMENT OF WORK (SOW)**

The State of New Hampshire, Department of Health and Human Services, Division for Children Youth and Families (hereinafter “State”) enters into this agreement to support the safety, permanency, and well-being of New Hampshire’s children and their families by replacing the current State Automated Child Welfare Information System (SACWIS), New Hampshire Bridges (NH Bridges) with New Hampshire Comprehensive Child Welfare Information System (CCWIS), also referred to as Granite Families. The CCWIS Salesforce Application, Business and Technical Requirements, and Deliverables are set forth below in the Statement of Work.

**I. Statement of Work**

1.1. The Contractor must provide Salesforce CCWIS Application, Business and Technical Requirements, and Deliverables as set forth below to support the safety, permanency, and well-being of New Hampshire’s children and their families. The new Salesforce CCWIS application will align with the following State objectives:

- 1.1.1. CCWIS Compliance: the new system should support the CCWIS and Office of the United States Department of Health and Human Services, Administration for Children & Families (ACF) requirement. See Federal Guidance for Child Welfare IT Systems: [Federal Guidance for Child Welfare IT Systems | The Administration for Children and Families \(hhs.gov\)](#).
- 1.1.2. Ease of Use by implementing a new system with modern User Interface (UI) and User Experience (UX): improve the overall system accessibility by providing a user-friendly system designed with user centric design approach.
- 1.1.3. Mobility friendly system: secure Responsive Web Design (RWD) to enable relevant use cases for mobile workforce to increase efficiency by avoiding duplicate data entry and maximizing time spent with children and families.
- 1.1.4. Workflow: modular system that supports the addition and modification of workflows in a flexible Agile methodology to adjust with rapidly changing business needs.
- 1.1.5. Operational Efficiencies: through improved workload management and streamlined data entry process the system should increase operational efficiencies for case workers.
- 1.1.6. Enhanced Community Partnership: to better assess children’s and families’ needs; match them to appropriate services and providers.
- 1.1.7. Enhanced Data Exchange: new bi-directional data exchanges to and from Granite Families to NH Bridges, Master Client Index Enterprise Business Intelligence, Document Imaging, New HEIGHTS, NECSES (Child Support), Medicaid Management Information Systems (MMIS), will be built to leverage the State’s

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existing enterprise platforms (e.g. MuleSoft, Informatica, Salesforce). New HEIGHTS, NECSES and MMIS interfaces can be implemented per the State prioritization process defined in Section 8: Change Order.

- 1.1.8. Data Quality: modular system built with controls for data integrity, auditing, reporting, and a data quality plan, which includes continuous monitoring of data quality. The new system will address current deficiencies with the intake data collection and quality and enable a more robust monitoring and quality improvement process that leads to actionable insights.
- 1.1.9. Enhanced Reporting: modular system designed with reports outlined in the CCWIS reporting requirements to meet the latest CCWIS reporting requirements. Enhanced reporting will leverage and will integrate with the State's existing State's Enterprise Business Intelligence (EBI) solution including the publishing of reports, dashboards and visualizations in the internal and external data portals based as applicable.
- 1.1.10. Scalability: utilize the existing enterprise platform to quickly and easily increase the size and/or performance of the CCWIS solution to allow DCYF to quickly adapt to the changing needs of the families and children of the State of New Hampshire.
- 1.1.11. Compliance: Granite Families must be compliant with the State of New Hampshire's Standards and Salesforce best practices and compatible with State's Salesforce Enterprise data structure, data sharing and security model
- 1.1.12. Compatible with Salesforce Enterprise Architecture: needs to be compatible with existing State's Salesforce Enterprise data structure, data sharing and security model as jointly agreed upon by both parties.
- 1.1.13. Compliance with the State's Salesforce Enterprise Development Operations (DevOps) process as jointly agreed upon by both parties.
- 1.1.14. Compliance with Salesforce's MFA requirement.
- 1.1.15. Compliance with the State of New Hampshire's Security standards.
- 1.1.16. Compliance with Department of Health and Human Services (DHHS) Data Governance and Security Models.

1.2. The purpose of this Statement of Work is to define the scope of the services that will be delivered which are introduced below and elaborated in CCWIS Modules, Section 10.4., including:

- 1.2.1. CCWIS Modules – Develop, Configure, implement to production, provide support and Maintenance and Operations (M&O) for the created application[s] and data

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**EXHIBIT B – STATEMENT OF WORK**

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interface in a single release:

- 1.2.1.1. Intake.
- 1.2.1.2. Assessment.
- 1.2.1.3. Case.
- 1.2.1.4. Structured Decision Making (SDM) integration.

1.2.2. State of NH DHHS Salesforce Organization (Salesforce Org) housing the NH DHHS CCWIS Application[s] (DHHS Salesforce Org) - Support the setting up of the DHHS Salesforce org, implementing DevOps and M&O of the State of NH DHHS Salesforce Org to house the NH DHHS CCWIS Application[s] environments in collaboration with New Hampshire Department of Information Technology (DoIT), including:

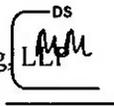
- 1.2.2.1. Using the State's existing DevOps tool for implementations.
- 1.2.2.2. Security in accordance with the state security model as defined in EXHIBIT G, Attachment 2, EXHIBIT E: DHHS Information Security Requirements.
- 1.2.2.3. User Access support for how we manage system access based on roles – complying with the State's security and DevOps rules as established through deliverable Security Plan and system access controls.

**2. Technical Requirements**

- 2.1. The Contractor must be responsible for meeting the Technical Requirements identified in EXHIBIT G, Attachment 1, IT Requirements Workbook.
- 2.2. The State is responsible for obtaining all software subscriptions, licensing and infrastructure, including Salesforce products as specified in Table 2.2. Technical Requirements for Software Subscriptions, Licensing and Infrastructure, or mutually agreed upon alternatives, which shall be procured by the State at project onset. The Contractor shall have least permissive rights to such software beginning on the first day of the Agreement term and continuing through the termination of this Agreement. Requirements that are to be satisfied through the Salesforce Platform and the associated performance expectations shall be managed by the State through the State's agreement with Salesforce and/or their reseller.

**Table 2.2. Technical Requirements for Software Subscriptions, Licensing and Infrastructure**

Salesforce Licenses required for Granite Families Users
Government Cloud Plus – Fee Lightning Platform – Custom Object Pack
Lightning Platform Object Pack (330)
Government Cloud Plus – Fee Lightning Platform Plus – Unlimited Edition

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Shield – Fee Lightning Platform Plus – Unlimited Edition
Lightning Platform Plus – Unlimited Edition
1 additional full copy sandbox (Conversion)
3 partial copy sandboxes (System Test, Integration Test and Training)
Community Plus License
Emails – OOTB (5000 email per day)
<b>Salesforce Licenses required for Granite Families Development</b>
Government Cloud Plus – Fee Lightning Platform – Custom Object Pack
Lightning Platform Object Pack (330)
Government Cloud Plus – Fee Lightning Platform Plus – Unlimited Edition
Shield – Fee Lightning Platform Plus – Unlimited Edition (Administrator)
Salesforce – Lightning Platform (Administrator) – Unlimited Edition
1 additional full copy sandbox (Conversion)
3 partial copy sandboxes (System Test, Integration Test and Training)
2 developer pro sandboxes (CICD, Demo)
<b>Non-Salesforce Licenses</b>
Adobe Captivate – software required to develop training curriculum
Microsoft Fortify Static and Dynamic Code Analyzer (or equivalent)
DevOPS – Leverage DHHS tool – Copado User (or equivalent)
DevOPS – Leverage DHHS tool – Copado Admin (or equivalent)
MuleSoft – Anypoint Platform Base Subscription – Platinum
MuleSoft – Additional vCore Pre-Production – Platinum
MuleSoft – Additional vCore Production – Platinum Edition
DMS – Storage (Based on Bridges, storage size needs to be projected)
Business Intelligence – EBI (Leverage DHHS EBI platform)
Project Application Lifecycle Management Tool – Leverage DHHS JIRA (or equivalent)
Text Messages – Twilio or equivalent (not in scope for current release)

2.3. The Contractor is responsible to support the State in response to enterprise system and organization control audits as it relates to the application and Salesforce Organization configured and deployed to the Salesforce platform; the State will maintain responsibility

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for audit responses associated with the Salesforce platform environment.

- 2.4. The State will provide the Contractor access to the NH Bridges and DCYF business and Subject Matter Experts (SMEs), existing system documentation, the NH Bridges Code base, data, test environments and other applicable content to be used for discovery.
- 2.5. The Contractor will provide documentation about the created application[s] through User Stories (USTs), how any integrations and dependencies with other application/interfaces work with each other through deliverable Systems Interface and Design/Capability Plan. Schema extracts to be performed at agreed upon milestones. The Contractor will provide documentation as defined in deliverable Systems Security Plan for creating new Salesforce service/platform users with the correct permissions and functions to complete their required business functions within the application[s].
- 2.6. The Contractor is responsible for the CCWIS Modules as specified below:
  - 2.6.1. The Intake, Assessment, Case, and SDM modules will be released per the findings of the Discovery phase. The intake module currently located in the State's Enterprise Salesforce Organization previously developed by Deloitte will be modified, updated, or replaced as defined in the discovery phase and be migrated by the State's Enterprise Team with assistance of the Contractor who created the Intake module, to the State's new Salesforce Enterprise Org for the DHHS CCWIS application.
- 2.7. The State shall:
  - 2.7.1. Provide all environments for the project development, testing and production following the standard State development and DHHS DevOps standards as jointly agreed upon through Deliverable Systems Configuration Plan.
  - 2.7.2. Provide new pipeline for DevOps process for the DHHS Org yet to be created that will house the DHHS CCWIS application to be created to be tailored based on system configuration plan.
  - 2.7.3. Provide approval/signoff of the development changes function as required prior to deploying/migrating changes from the project Quality Assurance (QA) environments to higher environments as part of sprint review and acceptance as documented in the DevOps process and tool as authorized by the State. Any requests for modifications including system errors, security issues and unforeseen functional failures will be addressed as bugs and corrected while in User Acceptance Testing (UAT). All other requests will be enhancements addressed in a future sprint.
  - 2.7.4. Provide user testing of components created in a sprint will be conducted within the corresponding sprint.
  - 2.7.5. Perform user acceptance testing (UAT) for final approval to validate approved changes are still functioning as requested prior to promote the changes to staging and production.
  - 2.7.6. Provide approval/signoff of the modifications have been validated in UAT and now

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are ready for deployment to production.

- 2.7.7. Work in conjunction with the Contractor to create a manifest of the components developed for the existing CCWIS Intake module contained in the New Hampshire Salesforce Enterprise Org. that needs to be transferred to the new Org.
- 2.7.8. Migrate/deploy all the provided changes requested from the existing location in the State's New Hampshire Org to the State's Enterprise Org yet to be created that will house the DHHS CCWIS application to be created for this statement of work.
- 2.7.9. Provide integration tools and access to NH Bridges test environments to allow the Contractor to build the synchronization of data from the Salesforce Granite Families Application data with the NH Bridges application.
- 2.7.10. Provide the stored procedures that will either populate or read data from NH Bridges tables.
- 2.7.11. Provide the specifications that consists of input and output parameters for the stored procedures.
- 2.7.12. Provide SMEs to assist in troubleshooting NH Bridges data synchronization errors.
- 2.7.13. Provide test data for validating data synchronization and confirming the results.
- 2.7.14. Provide the SDM algorithm and specifications to be integrated by the contractor into the migrated intake module.
- 2.8. The Contractor shall:
  - 2.8.1. Architect /design the required applications with security that easily allows for other applications to reside and function using the standard objects where possible and allow for configuration and custom objects as needed in the designated org.
  - 2.8.2. Any designated Project Admin shall not do development in any sandbox other than the development sandbox.
  - 2.8.3. Collaborate to tailor the pipeline for DevOps process for the DHHS Org that will house the DHHS CCWIS application to be created.
  - 2.8.4. Develop staff will not have system admin level access above the development environment.
  - 2.8.5. Designate and approved admin staff will have access to higher environments for code migration and troubleshooting defects/deployment issues.
  - 2.8.6. Complete Unit Testing prior to deploying/migrating from the development environment.
  - 2.8.7. Complete Integration Testing at the completion of each sprint and prior to System Testing.
  - 2.8.8. Not promote anything without the proper approvals from the business required before deploying/promoting [into, Staging, UAT or Production].

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- 2.8.9. Keep the State's Salesforce Enterprise team informed of key architectural or design changes requested/required that could impact the whole Enterprise Org. Shall document any code to describe its function and how it works and update a change log marking when it was modified and by who and for what project and User Story number.
- 2.8.10. Provide User recipes: Instructions on how to create a new user specific for each business user's functional access, (Required, profile, role, permission sets, public groups, permission set groups, sharing, custom permissions, etc.).
- 2.8.11. Create users with a standard profile without any object or App access assigned, grant access to the created App via permission sets, permission set groups, public groups etc. (If not feasible to accomplish this, a decision will be made with the State's Salesforce Enterprise team).
- 2.8.12. Ensure any staff located offshore will not have access from UAT and above or access to any production data.
- 2.8.13. Ensure access will be created on the least amount of access required to accomplish the task for all access points to the designated Org.
- 2.8.14. Identify the individual(s) who will be doing the deployments for the project.
- 2.8.15. Collaborate with the State's Salesforce Enterprise team to resolve architecture or design issues in the Org as needed.
- 2.8.16. Do a knowledge transfer of the modifications or creation of the app to the business owners through discovery, user story elaboration, sprint demonstrations, training support and to the technical staff who are going to support the application as part of transition out services.
- 2.8.17. Follow the State's standards and requirements as defined in this agreement and as subsequently agreed upon.
- 2.8.18. Have a designated release manager(s) who shall be the only ones releasing to the staging and production environments.
- 2.8.19. Collaborate with the DHHS CCWIS team in providing a manifest of changes of all the components developed by Deloitte for the existing CCWIS Intake module contained in the New-Hampshire Salesforce Enterprise Org.
- 2.8.20. Ensure the Contractor as the Intake creator shall modify as required; and the new development work should plan to be compatible with the State's existing Contact object architecture if applicable.
- 2.8.21. Develop the modifications required as defined in Discovery to the existing DHHS intake solution to make it work within the State's requirements and have compatibility with the case management solution to be created.
- 2.8.22. Provide access for designated team member to promote user story[ies] within the DevOps Pipeline as required.

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2.9. The Contractor is responsible for Assessment and Case as specified below:

2.9.1. The Assessment, Child Protective Services case and Juvenile Justice case modules may be developed with the option using the Contractor GovConnect CCWIS Salesforce accelerator at the discretion of the State during the discovery phase. GovConnect is pre-configured to support child welfare use-cases as well as the DCYF epics developed in preparation for this scope of work to be provided during project start-up. If GovConnect for CCWIS is chosen as the accelerator a fit gap analysis will be completed to identify alignment of the GovConnect CCWIS accelerator with the DCYF epics using user stories to document requirements. The scope of Assessment and Case shall include but not limited to features that will be elaborated and confirmed during discovery to include:

2.9.1.1. Assessment Functionality

- 2.9.1.1.1. Assignment History.
- 2.9.1.1.2. Administrative Review.
- 2.9.1.1.3. Client Relationships.
- 2.9.1.1.4. Abuse/Neglect Information.
- 2.9.1.1.5. Collateral Information.
- 2.9.1.1.6. Referral Acceptance.
- 2.9.1.1.7. Document Imaging and Tracking.
- 2.9.1.1.8. Assign/Transfer.
- 2.9.1.1.9. Associated Referrals/Case.
- 2.9.1.1.10. Law Enforcement Letters.
- 2.9.1.1.11. Due Process Notification.
- 2.9.1.1.12. Human Trafficking Episodes.
- 2.9.1.1.13. Reporting using out of the box (OOTB) Salesforce features.
- 2.9.1.1.14. Find Worker.
- 2.9.1.1.15. Assessment close and open process.
- 2.9.1.1.16. Supervisory Approvals.
- 2.9.1.1.17. USPS Zip code lookup webpage.
- 2.9.1.1.18. Client Search.
- 2.9.1.1.19. Race/Ethnicity Information.
- 2.9.1.1.20. Central Registry Management and Perpetrator Search.
- 2.9.1.1.21. Assessment Findings - Prior Reports.

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- 2.9.1.1.22. Contact information.
- 2.9.1.1.23. Collateral Entry and Search.
- 2.9.1.1.24. To Do List.
- 2.9.1.1.25. Referral Narrative.
- 2.9.1.1.26. Medical Information.
- 2.9.1.1.27. Collect Client Demographic Information.
- 2.9.1.1.28. Employment/Education/Military Information.
- 2.9.1.1.29. Finances.
- 2.9.1.1.30. Client - Medical Information.
- 2.9.1.1.31. Service Authorization.
- 2.9.1.1.32. Medicaid Authorization.
- 2.9.1.1.33. Assessment Extension.
- 2.9.1.1.34. Assessment Notes.
- 2.9.1.1.35. Case Connection.
- 2.9.1.1.36. Assessment Findings.
- 2.9.1.1.37. Assessment Closure.
- 2.9.1.1.38. SDM: Immediate Safety, Safety Review and Risk Review.
- 2.9.1.1.39. Response Priority Approval.
- 2.9.1.1.40. Supervisor Approvals.
- 2.9.1.1.41. Workload and Inbox Management.
- 2.9.1.1.42. National Child Abuse and Neglect Data System (NCANDS) Data Collection.
- 2.9.1.1.43. Restriction of Assessments.
- 2.9.1.2. Case Functionality
  - 2.9.1.2.1. Worker Assignment History.
  - 2.9.1.2.2. Client Relationships.
  - 2.9.1.2.3. Collect Client Demographic Information.
  - 2.9.1.2.4. Collateral Information.
  - 2.9.1.2.5. Case Contact Log.
  - 2.9.1.2.6. Document Imaging and Tracking.
  - 2.9.1.2.7. Foster Care Analysis and Reporting System (AFCARS)

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Data Collection.

- 2.9.1.2.8. National Youth in Transition Database (NYTD) Data Collection.
- 2.9.1.2.9. Service Authorization & Unpaid Placements.
- 2.9.1.2.10. Removals.
- 2.9.1.2.11. Placement History.
- 2.9.1.2.12. Trial Home Visits.
- 2.9.1.2.13. ASFA.
- 2.9.1.2.14. Provider Information Access\Lookup in Legacy system:
- 2.9.1.2.15. Medicaid Authorization.
- 2.9.1.2.16. Court Information.
- 2.9.1.2.17. Case Plans and Report Templates.
- 2.9.1.2.18. Assign/Transfer.
- 2.9.1.2.19. Associated Referrals/Case.
- 2.9.1.2.20. Human Trafficking Episodes.
- 2.9.1.2.21. Reporting supported by Salesforce OOTB features.
- 2.9.1.2.22. Find Worker.
- 2.9.1.2.23. Case close and open process.
- 2.9.1.2.24. Adoption Functionality (Sealing of Records and Adoption Subsidy).
- 2.9.1.2.25. Supervisory Approvals.
- 2.9.1.2.26. USPS Zip code lookup webpage.
- 2.9.1.2.27. Client Search.
- 2.9.1.2.28. Central Registry and Perpetrator Search.
- 2.9.1.2.29. Contact information.
- 2.9.1.2.30. Collateral Entry and Search.
- 2.9.1.2.31. To Do List.
- 2.9.1.2.32. Medical Information.
- 2.9.1.2.33. Employment/Education/Military Information.
- 2.9.1.2.34. Finances.
- 2.9.1.2.35. Client - Medical Information.

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- 2.9.1.2.36. Case Connection.
- 2.9.1.2.37. Case Review and Administrative Review.
- 2.9.1.2.38. Interstate Compact on the Placement of Children (ICPC) Functionality.
- 2.9.1.2.39. SDM: In Home Risk Review and Reunification review.
- 2.9.1.2.40. Supervisor Approvals.
- 2.9.1.2.41. Restriction of Cases.
- 2.9.1.2.42. Workload and Inbox Management.
- 2.9.1.2.43. Permanency Planning Functionality.
- 2.9.1.3. Forms
  - 2.9.1.3.1. 5A - Service Authorization.
  - 2.9.1.3.2. 100A - ICPC Request.
  - 2.9.1.3.3. 100B - Report on Child's Placement Status.
  - 2.9.1.3.4. 1174 - Law Enforcement Notification.
  - 2.9.1.3.5. 2103 - Service Authorization Request.
  - 2.9.1.3.6. 2108 - Board and Care Invoice.
  - 2.9.1.3.7. 2110 - Service Authorization.
  - 2.9.1.3.8. 2159 - Contact Log.
  - 2.9.1.3.9. 2204 - Intake/Assessment Info.
  - 2.9.1.3.10. 2205 – Additional Intake Info.
  - 2.9.1.3.11. 2209 - Family Assessment of Safety.
  - 2.9.1.3.12. 224OM - Case Plan – Maintain in Home.
  - 2.9.1.3.13. 2240P - Case Plan – Permanency.
  - 2.9.1.3.14. 2240R - Case Plan – Reunification.
  - 2.9.1.3.15. 2240L - Case Plan – Legally Free.
  - 2.9.1.3.16. 2240(I) - Case Plan Instructions.
  - 2.9.1.3.17. 2246 - Educational Narrative.
  - 2.9.1.3.18. 2280 - ICPC Home Study.
  - 2.9.1.3.19. 2284 - IC progress Report.
- 2.9.1.4. Federal Reporting
  - 2.9.1.4.1. The CCWIS solution will include features to collect data

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elements required to support NCANDS, Adoption and AFCARS, Family First Prevention Services act (FFPSA), ACF: ACF800 Report(s), ACF801(s) Report (s) and NYTD data collection.

2.9.1.4.2. The State will create and submit NCANDS, AFCARS, FFPSA, and NYTD.

2.9.1.5. Data Quality

2.9.1.5.1. Contractor shall maintain Data dictionary within Salesforce that can be accessed using schema builder for configuration changes and maintenance of it throughout the term of the SOW for the new attributes and objects created for this SOW and will provide schema extracts periodically as mutually agreed upon.

2.9.1.5.2. Contractor shall make recommendations and/or assist with making improvements to the existing DCYF Data Quality Plan.

2.9.1.6. Data Migration

2.9.1.6.1. Migrate Legacy System NH Bridges data required for the Intake, Assessment and Case modules using the existing DHHS Informatica and or MuleSoft Platform. Below activities will be conducted in collaboration with NH Bridges Technical staff who will provide inputs for the NH Bridges specifications, transformation rules set collaboration, test data, access to the required NH Bridges test environments. The Data migration scope includes the below:

2.9.1.6.1.1. Complete a data migration analysis of NH Bridges by reviewing the existing NH Bridges data sets, to develop an effective conversion plan.

2.9.1.6.1.2. Develop Data mapping documents to map the NH Bridges data elements to new Granite Families CCWIS.

2.9.1.6.1.3. Data mapping documents will be developed by conducting multiple sessions with technical and business SMEs from the state who are experts in the legacy system functions and data model.

2.9.1.6.1.4. Develop transformation and load programs to transform and load the data using the

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transformation rules specified in the mapping documents, complete the migration with those rules prior to product acceptance.

- 2.9.1.6.1.5. Conduct data profiling and collaborate with the NH Bridges state team to analyze the quality of migrated data and collaborate with State team to correct issues directly within the CCWIS or rerun data migration with corrections as necessary.
- 2.9.1.6.1.6. Through Discovery, develop a historical archive framework for legacy objects that will not be part of the Granite Families transaction data model but will be part of historical data model used for view only historical reference as mutually agreed upon between DHHS and the Contractor that documents and aligns data lineage including data element mapping for legacy system data to Salesforce objects created to carry forward historical archive data into production.
- 2.9.1.6.1.7. Provide reports of conversion exceptions and needed data cleanup of Legacy System data provided by DHHS.
- 2.9.1.6.1.8. DHHS is responsible for addressing conversion exceptions and performing Legacy System data cleanup.
- 2.9.1.6.1.9. DHHS will provide NH Bridges data extracts in the mutually agreed formats.

2.9.1.7. Interfaces

- 2.9.1.7.1. The below interfaces will be integrated with Granite Families solution.
  - 2.9.1.7.1.1. Document Imaging: Contractor must configure and integrate the Granite application with OnBase to upload documents using the OnBase API.
  - 2.9.1.7.1.2. Contractor shall integrate the Granite CCWIS application to search MCI and provide client search results back from MCI using Rest APIs; DHHS will provide rest APIs or agreed upon methodology by both



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parties, to retrieve search results from MCI; and DHHS will provide rest APIs or agreed upon methodology by both parties, to MCI records for new clients.

2.9.1.7.1.3. Data Synchronization: Contractor must use DHHS provided tools to be jointly agreed upon through discovery (e.g. MuleSoft) to synchronize Assessment and Case data from Granite Families into NH Bridges on trigger points as determined by business need from Granite Families solution.

- 2.10. The Contractor must ensure the Salesforce Organization for NH Granite CCWIS application has been established and configured with DevOps to support version control and code migration by the Vendor. The DHHS Salesforce Org and the DevOps process is set up and any changes will be defined and established with the guidance of the State in the deliverable Configuration Management plan.
- 2.11. The Contractor must ensure Agency Compliance Documents are identified in EXHIBIT G: Attachment 2.
- 2.12. The Contractor shall use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached *EXHIBIT G, Attachment 2, EXHIBIT F: Business Associate Agreement*, which has been executed by the parties.
- 2.13. The Contractor shall manage all confidential data related to this Agreement in accordance with the terms of EXHIBIT G, Attachment 2, EXHIBIT E: DHHS Information Security Requirements and comply with all requirements within, which are attached hereto and incorporated by reference herein.
- 2.14. The Contractor shall comply with all EXHIBITS, which are attached hereto and incorporated by reference herein.
- 2.15. The Contractor shall comply with CFR § 200.216—Prohibition on certain telecommunications, video surveillance services or equipment.
- 2.16. The Contractor shall comply with CFR § 200.321—Contracting with small, minority and women's businesses, labor surplus area firms.

**3. Deliverable, Activity, Or Milestone**

3.1. The Contractor must be responsible for meeting the Deliverables, Activities and/or Milestones identified in Table 5, Activity/ Deliverables/ Milestones.

**4. Table 3.1. ACTIVITY / DELIVERABLES / MILESTONES CCWIS Modules:**

ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE IN DAYS AFTER
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			<b>CONTRACT EFFECTIVE DATE</b>
1	Conduct Project Kickoff Meeting	Non-Software	Project Start Date
2	MVP Discovery /Work Plan	Written	After 11 Working Days from Project Start date
3	Attestation of background check	Written	After 15 working days from Project Start date
4	Project Status Reports	Written	At the end of each Sprint
5	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	After 15 working days from Project Start date
6	Information Security Plan	Written	After 17 working days from Project Start date
7	Communications and Change Management Plan	Written	After 62 working days from Project Start date
8	Software Configuration Plan	Written	After 36 working days from Project Start date
9	Systems Interface Plan and Design/Capability	Written	After 66 working days from Project Start date
10	System Security Plan	Written	After 32 working days from Project Start date
11	Testing Plan	Written	After 56 working days from Project Start date
12	Data Conversion Plan and Design	Written	After 62 working days from Project Start date
13	Deployment Plan	Written	After 29 working days from Project Start date
14	Disaster Recovery Plan	Written	After 31 working days from Project Start date
15	Comprehensive Training Plan and Curriculum	Written	After 66 working days from Project Start date
16	End User Support Plan	Written	After 67 working days from Project Start date
17	Business Continuity Plan	Written	After 36 working days from Project Start date

  
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18	Documentation of Operational Procedures	Written	After 51 working days from Project Start date
19	Bring Your Own Device (BYOD) Security Plan (if applicable)	Written	Within 10 working days from Project Start date
20	States responsibility to complete Privacy Impact Assessment (PIA) with inputs from Contractor	Written	Completed by 90 days prior to production
21	States responsibility to complete Systems Security Plan (SSP) (The SSP shall include security requirements of the system and describe the controls in place, or planned, for meeting those requirements. The SSP shall also delineates responsibilities and expected behavior of all individuals who access the system) with inputs from Contractor	Written	Completed by 90 days prior to production
22	Provide Software Licenses if needed	Written	After 29 working days from Project Start date
23	Provide Fully Tested Data Conversion	Software	After 192 working days from Project Start date
24	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	After 227 working days from Project Start date
25	Conduct Integration Testing	Non-Software	After 173 working days from Project Start date
26	Conduct User Acceptance Testing	Non-Software	After 218 working days from Project Start date
27	Perform Production Tests	Non-Software	After 222 working days from Project Start date
28	Test In-Bound and Out-Bound Interfaces	Software	After 173 working days from Project Start date

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29	Conduct System Performance (Load/Stress) Testing	Non-Software	After 188 working days from Project Start date
30	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software	After 188 working days from Project Start date
31	States responsibility to complete Security Risk Assessment Report with inputs from Contractor	Written	After 80 working days from Project Start date
32	Security Authorization Package	Written	After 80 working days from Project Start date
33	Converted Data Loaded into Production Environment	Software	After 222 working days from Project Start date
34	Provide Tools for Backup and Recovery of all Applications and Data	Software	After 222 working days from Project Start date
35	Conduct Training	Non-Software	After 222 working days from Project Start date
36	Cutover to New Software	Non-Software	After 237 working days from Project Start date
37	Execute System Security Plan	Non-Software	After 227 working days from Project Start date
38	Conduct Knowledge Transfer	Non-Software	After 266 working days from Project Start date
39	** Monthly Status Reports	Non-Software	After 11 months from Project start date till end of the contract for 70 months
40	Cutover to New Software	Non-Software	After 227 working days from Project Start date

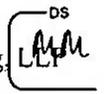
4.1. The Contractor must be responsible for meeting the Deliverables, Activities and/or Milestones identified in Table 6, Activity/ Deliverables/ Milestones. The below plan and associated user stories may be changed or moved to different sprints as needed and approved by the State’s project manager. Future sprints may entail additional features based on feedback from the team and approval by the State’s project manager.

**Table 3.2. ACTIVITY / DELIVERABLES / MILESTONES Sprint Details:**

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ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE IN DAYS AFTER CONTRACT EFFECTIVE DATE
1	Establish PMO Cadence, Set up Project ALM tool & Infrastructure for product launch.	Written After 14 working days from Project Start date
2	Completion of discovery, fully developed USTs for the first two sprints, draft USTs for Product Backlog, MVP definition and base product and Intake module installation	Written After 29 working days from Project Start date
3	Completion of Intake SDM changes, Assessment Creation, Client Demographics, Client Relationships, Collateral Information Epics & Ongoing Product Backlog grooming	Written After 44 working days from Project Start date
4	Completion of Client Search, Allegations, Assignments, Notes, Approvals, Contacts, Admin Review, Document Imaging integration Epics & Ongoing Product Backlog grooming	Written After 59 working days from Project Start date
5	Completion of SDM Assessments - Immediate Safety,	Software After 74 working days from Project Start date

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	Safety Review and Risk Assessment Finding Epics & Ongoing Product Backlog grooming		
6	Completion of Assessment Closure/Extension, Case Connection, NCANDS data collection Epics	Written	After 89 working days from Project Start date
7	Completion of Service/Medicaid Authorization, Letters, Human Trafficking, CPR search, Workload Epics & Ongoing Product Backlog grooming	Written	After 104 working days from Project Start date
8	Completion of Courts, Removals, Placements & Trial Visits, ASFA Epics per Sprint Plan & Ongoing Product Backlog grooming	Written	After 119 working days from Project Start date
9	Completion of Case Planning & Permanency Planning Functionality, ICPC and Ongoing Intake and Assessment UAT/Training Support Activities (DevOps, Training Support, Defect Fixing)	Written	After 134 working days from Project Start date
10	Completion of Adoption, Case Review, Case	Written	After 149 working days from Project Start date

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	Restriction Epics and Ongoing Intake and Assessment UAT/Training Support Activities (DevOps, Training Support, Defect Fixing)		
11	Production Release of Intake & Assessment & completion of Case Closure, AFCARS, NYTD data collection Epics	Written	After 164 working days from Project Start date
12	Completion of priority MVP backlog Epics and MO Support Activities for Intake & Assessment (Maintenance releases, Application monitoring, Defect triaging and fixing)	Written	After 179 working days from Project Start date
13	Ongoing UAT/Training Support Activities for Case Management (DevOps, Training Support, Defect Fixing) and MO Support Activities for Intake & Assessment (Maintenance releases, Application monitoring, Defect triaging and fixing)	Written	After 194 working days from Project Start date

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14	Ongoing UAT/Training Support Activities for Case Management (DevOps, Training Support, Defect Fixing) and MO Support Activities for Intake & Assessment (Maintenance releases, Application monitoring, Defect triaging and fixing)	Written	After 209 working days from Project Start date
15	Ongoing UAT/Training Support Activities for Case Management (DevOps, Training Support, Defect Fixing) and ongoing MO Support Activities for Intake & Assessment (Maintenance releases, Application monitoring, Defect triaging and fixing)	Written	After 224 working days from Project Start date
16	Production Release of Case Management and cut over activities		After 239 working days from Project Start date

4.2. The Contractor must be responsible for meeting the Deliverables, Activities and/or Milestones identified in Table 7, Activity/ Deliverables/ Milestones. The below plan and associated user stories may be changed or moved to different sprints as needed and approved by the State’s project manager. Future sprints may entail additional features based on feedback from the team and approval by the State’s project manager.

**Table 3.3. ACTIVITY / DELIVERABLES / MILESTONES CCWIS Salesforce Organization:**

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 Deloitte Consulting  
 Contractor Initials:  
 Date: 2/20/2025

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ACTIVITY, DELIVERABLE, OR MILESTONE		DELIVERABLE TYPE	PROJECTED DELIVERY DATE IN DAYS AFTER CONTRACT EFFECTIVE DATE
1	Technical Architecture Procurement Plan	Written	After 30 working days from Project Start date
2	Security Plan	Written	After 35 working days from Project Start date
3	Capacity Plan	Written	After 39 working days from Project Start date
4	Configuration Management (CM) Plan	Written	After 40 working days from Project Start date
5	Technical Environments	Software	After 45 working days from Project Start date
6	Incident Response Management Plan	Written	After 55 working days from Project Start date
7	**Monthly Status Reports	Written	Project Start date through Project End date

**5. Contract End-Of-Life Transition Services**

**5.1. General Requirements**

- 5.1.1. If applicable, upon termination or 90 days prior to the expiration of the Contract the Parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the Contractor to the Department and, if applicable, the Contractor engaged by the Department to assume the Services previously performed by the Contractor, for this section the new Contractor shall be known as "Recipient".
- 5.1.2. Contract end of life services shall be provided at no additional cost through the date of termination of services per a Transition plan provided by the vendor will address staffing, cooperation of the Recipient, and Solution performance transition. Ninety (90) days prior to the end-of the contract or unless otherwise specified by the Department, the Contractor shall begin working with the Department and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The Contractor shall provide the DTP template and the final draft for approval by the department.
- 5.1.3. The Contractor shall use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its Affiliates to the performance of such Services per the transition plan. This may include

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assistance with the secure transfer of records (electronic and hard copy), transition of historical data (electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure (“Internal IT Systems”) of Contractor to the Internal IT Systems of the Recipient and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.

- 5.1.4. If a system, database, hardware, software, and/or software licenses (Tools) was purchased by the State or created by the Contractor to manage, track, and/or store State Data in relationship to this contract said Tools will be inventoried and returned to the Department, along with the inventory document, once transition of State Data is complete.
- 5.1.5. The internal planning of the Transition Services by the Contractor and its Affiliates shall be provided to the Department and if applicable the Recipient on a timely manner. Any such Transition Services shall be deemed to be Services for purposes of this Contract.
- 5.1.6. Should the data Transition extend beyond the end of the Contract, the Contractor and its affiliates agree that the Contract EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*, and if applicable, the Department’s Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the Department.
- 5.1.7. In the event where the Contractor has comingled Department Data and the destruction or Transition of said data is not feasible, the Department and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction.

**5.2. Completion of Transition Services**

- 5.2.1. Each service or Transition phase shall be deemed completed (and the Transition process finalized) at the end of 15 business days after the product, resulting from the Service, is delivered to the Department and/or the Recipient in accordance with the mutually agreed upon Transition plan, unless within said 15 business day term the Contractor notifies the Department of an issue requiring additional time to complete said product.
- 5.2.2. Once all parties agree the data has been migrated the Contractor will have 30 days to destroy the data per the terms and conditions of the Department’s EXHIBIT F: *DHHS Information Security Requirements*, including certificate of data destruction.

**5.3. Disagreement over Transition Services Results**

- 5.3.1. In the event the State is not satisfied with the results of the Transition Service, the State shall notify the Contractor, by email, stating the reason for the lack of satisfaction within 15 business days of the final product or at any time during the data Transition process. The Parties shall discuss the actions to be taken to resolve

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the disagreement or issue. If an agreement is not reached, at any time the State shall be entitled to initiate actions in accordance with the Contract.

**6. State Owned Devices, Systems and Network Usage**

6.1. If Contractor workforce or agent is authorized by the Department's Information Security Office to use a state issued device (e.g. computer, IPad, cell phone) in the fulfillment of this contract they shall:

6.1.1. Sign and abide by applicable Department and NH Department of Information Technology use agreements, policies, standards, procedures and/or guidelines;

6.1.2. Use the information that they have permission to access solely for conducting official state business. All other use or access is strictly forbidden including, but not limited, to personal or other private and non-State use, and that at no time shall Contractor workforce or agents access or attempt to access information without having the express authority of the Department to do so;

6.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;

6.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the state. At all times the contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the state. Only equipment or software owned, licensed, or being evaluated by the state can be used by the contractor. Non-standard software shall not be installed on any equipment unless authorized by the Department's Information Security Office:

6.1.5. Agree that email and other electronic communication messages created, sent, and received on a state-issued email system are the property of the State of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "state-funded email systems." The Contractor understands and agrees that use of email shall follow Department and State standard policies:

6.1.6. When utilizing the Department's email system Contractor shall:

6.1.6.1.1. Include in the signature lines information identifying the contractor as a non-state employee

6.1.6.1.2. Contain the following embedded confidentiality notice:

6.1.6.1.2.1. **CONFIDENTIALITY NOTICE:** "This message may contain information that is privileged and confidential and is intended only for the use of the individual(s) to whom it is addressed. If you receive this message in error, please notify the sender immediately and delete this electronic message and any attachments from your system. Thank you for your cooperation."

6.1.7. The internet/Intranet is to be used for access to and distribution of information in

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direct support of the business of the State of New Hampshire according to policy.  
At no time should the internet be used for personal use.

**7. Website And Social Media**

- 7.1. If performance of services on behalf of the Department involve using social media or a website to solicit information of individuals, or Confidential data, the Contractor shall work with the Department's Communications Bureau to ensure that any website designed, created, or managed on behalf of the Department meets all of the Department's and NH Department of Information Technology's website and social media requirements and policies.
- 7.2. Contractor shall protect and not disclose, unless expressly provided in the Contract, protected health information (PHI), personal information (PI), or other confidential information solicited either by social media or the website maintained, stored or captured. The solicitation or disclosure of PHI, PI, or other confidential information shall be subject to the Information Security Requirements EXHIBIT (EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*), Business Associate Agreement EXHIBIT (EXHIBIT G, Attachment 2, EXHIBIT F: Business Associate Agreement) and all applicable state rules and state and federal law. Unless specifically required by the contract and unless clear notice is provided to users of the website or social media, the Contractor agrees that site visitation will not be tracked, disclosed or used for website or social media analytics or marketing.
- 7.3. State of New Hampshire's Website Copyright
  - 7.3.1. All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State of New Hampshire. The State of New Hampshire shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State of New Hampshire's copyright.

**8. Deliverable Review and Acceptance**

**8.1. Non-Software and Written Deliverables Review and Acceptance**

- 8.1.1. The Contractor must provide a written Certification that a non-software, written deliverable (such as the Test Plan) is final, complete, and ready for review. After receiving such Certification from the Contractor, the State will review the Deliverable to determine whether it meets the requirements outlined in this EXHIBIT. The State will notify the Contractor in writing of its Acceptance or rejection of the Deliverable, or its partial or conditional Acceptance of the Deliverable, within five (5) business days of the State's receipt of the Contractor's written Certification; provided that if the State determines that the State needs more than five (5) days, then the State shall be entitled to an extension of up to an additional ten (10) business days. If the State rejects the Deliverable or any portion of the Deliverable, or if any Acceptance by the State is conditioned upon completion of any related matter, then the State shall notify the Contractor of the

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nature and class of the Deficiency, or the terms of the conditional Acceptance, and The Contractor must correct the Deficiency or resolve the condition to Acceptance within the period identified in the Work Plan. If no period for the Contractor's correction of the Deliverable or resolution of condition is identified, The Contractor must correct the Deficiency in the Deliverable or resolve the condition within five (5) business days or such longer period as the State (in its sole discretion) may agree. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify the Contractor of its Acceptance, Acceptance in part, conditional Acceptance, or rejection thereof, with the option to extend the Review Period up to five (5) additional business days, or mutually agreed upon timeframe. If the Contractor fails to correct the Deficiency within the allotted period, the State may, at its option, continue reviewing the Deliverable and require the Contractor to continue until the Deficiency is corrected, or immediately terminate the Contract, declare the Contractor in default, and or pursue its remedies at law and in equity.

**9. Software Deliverables Review and Acceptance**

9.1. System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Acceptance and Testing Services described herein.

**10. Number of Deliverables**

10.1. Unless the State otherwise specifically agrees in writing, in no event shall the Contractor certify for testing and deliver to the State more than the Deliverables listed in deliverable table for review or testing and / or sprint plan.

**11. Independent Validation and Verification (IV&V)**

11.1. The State's IV&V vendor is responsible for assessing project management methodologies, project execution and validates conformance of the product, project to RFP requirements and adherence to the contract deliverables. The IV&V vendor further assists the State Project Manager in monitoring project schedule, scope, quality, risk and completing CCWIS milestone reviews and Certification activities for each project.

11.2. The Contractor will be responsible for providing and maintaining a solution that meets all applicable checklist items to the contractor scope of services and CCWIS standards as of the contract effective date and cooperating with the IV&V vendor in its role of oversight of the services. Changes to CCWIS standards will be jointly reviewed by the parties to assess impact and determine if a change of scope is required. The Contractor will be responsible for supporting the review and validation of those items by the Department, IV&V vendor, and CCWIS Compliance. The Contractor must provide staff that is experienced and skilled in all CCWIS-related items associated with the solution offered.

**12. Conditional and Unconditional Acceptance**

12.1. By accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System

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Acceptance Testing, and any extensions thereof.

**13. Change Order**

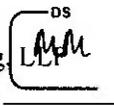
- 13.1. The State may propose changes, revisions or request enhancements to the Scope of Work at any time by written Change Order. The State originated changes, revisions or enhancements shall be approved by the Department of Information Technology. Within five (5) business days of Contractor’s receipt of a Change Order, Contractor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, and the Work Plan.
- 13.2. A Change Order is defined as a written document, by agreement, that authorizes a change to the Contract. It is issued by one party to the other party after the contract is signed. A Change Order specifies the details of the work to be done, such as the scope, the schedule, the cost, and the payment terms, and is designed to enhance and improve the Contract without an amendment and Governor and Executive Council approval.
- 13.3. The Contractor may propose a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, and the Work Plan. The State shall acknowledge receipt of Contractor’s requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must review and approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the Parties are unable to reach an agreement in writing within 30 days of receipt of the Change Order.
- 13.4. Change Order(s) resulting in an increase of Price Limitation, an extension of time for Contract completion or a significant change to the scope of the Contract may require an approval by the Governor and Council.
- 13.5. A Change Order which is accepted and executed by both Parties, and if applicable approved by Governor and Council, shall amend the terms of this Agreement.

**14. Enhancement Pool Hours**

- 14.1. The Contractor and the State agrees to establish an annual enhancement pool with enhancement pool hours (EPH) to be used for the term of the contract to implement agreed upon Change Orders without an amendment or seeking Governor and Executive Council Approval.
- 14.2. EPH will be tiered and based on the following State Fiscal Years as specified in the table below. Should the State use less than the total funds specified in any of the State Fiscal Years specified below, the remaining hours shall not be billed. Any State Fiscal Yearend balance will be forwarded to the next State Fiscal Year and be added to the following State Fiscal Year enhancement pool.

**Table 13.2. Enhancement Pool Hours Funding by State Fiscal Year:**

Total Contract Price Table								
TOTALS BY STATE FISCAL YEAR								
	SFY 25	SFY 26	SFY 27	SFY 28	SFY 29	SFY 30	SFY 31	

  
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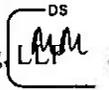
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	GC Approval – June 30, 2025	July 1, 2025 – June 30, 2026	July 1, 2026 – June 30, 2027	July 1, 2027 – June 30, 2028	July 1, 2028 – June 30, 2029	July 1, 2029 – June 30, 2030	July 1, 2030 – June 30, 2031	
Enhanced Pool Hours	\$2,000,000.00	\$1,000,000.00	\$1,000,000.00	\$500,000.00	\$500,000.00	\$0.00	\$0.00	\$5,000,000.00
<b>GRAND TOTAL</b>								<b>\$5,000,000.00</b>

- 14.3. The EPH shall be utilized to complete prioritized enhancements managed via Agile Project Management best practices using a “backlog” to be billed based on Change Order agreed to by both parties utilizing the State’s request and the rate card from Table future contractor rates worksheet for the base contract years (years 1-5).
- 14.4. When the State determines the need for a Contract enhancement(s), defect resolution (after warranty expiration) or upgrade and wishes to use EPH:
  - 14.4.1. A meeting shall be held between the State and the Contractor to discuss the high-level scope of business need.
  - 14.4.2. A Change Order shall be created for the project and submitted to the Department’s steering committee for approval.
  - 14.4.3. The Contractor shall provide an estimate to the State for the number of hours using the rate card from Table - future contractor rates worksheet required for the enhancement after gathering adequate information regarding the project.
  - 14.4.4. Once the State has secured an approved Advanced Planning Document Update through ACF, the State will then approve the estimate via e-mail.
  - 14.4.5. The Contractor and the State shall participate in sprint planning sessions and assign user stories to the appropriate sprints utilizing Agile Project Management best practices. At that time, the project shall be authorized and will move forward to implementation.
  - 14.4.6. Throughout the project, monthly reports shall be created to define and track the required Change order, Contract changes and system enhancement(s)/changes.
  - 14.4.7. Should additional enhancements needed to be added to the Contract/project, the approval process specified above in section 3.4., shall be followed for agreement and approval to use EPH and mutually agreed upon timeline, funding and associated invoicing.
  - 14.4.8. Any changes to the Contract that would exceed the allocated EPH would require an Amendment. An amendment is defined as changes to anything in the original contract’s terms, clauses, sections, or definitions.

**15. Implementation Services**

- 15.1. The Contractor must employ an industry-standard Implementation strategy with a timeline set forth in accordance with the Work Plan.
- 15.2. The Contractor must manage Project execution and provide the tools needed to create

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and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and Report status.

- 15.3. The Contractor and the State shall adopt a Change Management approach to identify and plan key strategies, communication initiatives, and training plans.

**16. CCWIS Modules**

- 16.1. The Contractor shall deliver Section 3 Activity, Deliverable and Milestone for CCWIS Modules using an Agile methodology as defined below:

16.1.1. Provide 2357 story points (each story point is estimated as 6 hours) of Customization and Configuration Allowance allocated during the 14 development/test sprints associated with the DHHS requirements for Granite Families Solution. The Customization and Configuration Allowance hours represent the Contractor developer and tester resource hours available to implement the DHHS prioritized user stories and produce the MVP product. DHHS Product manager will approve priorities based on estimates and the allowance will be reduced based on actuals.

16.1.2. Provide 1853 story points to support the core delivery tasks, which includes project management, conversion, training, infrastructure, hardening sprint, and regression, and UAT support. The Contractor shall have the following team members supporting the configuration and customization of all core delivery tasks:

16.1.2.1. Scrum Management: Contractor scrum manager(s) shall perform the Agile functions of the scrum master by organizing and orchestrating sprint delivery and ceremonies.

16.1.2.2. Technical Analysis and Development/Operations: These Contractor team members are responsible for technical design, code quality, build, migrations, and other related tasks required to implement the prioritized user stories.

16.1.2.3. Solution Analysis and Design: These Contractor team members shall provide functional expertise to support user story development and refinement.

16.1.3. Provide Customization and Configuration reports (burn down charts) detailing the estimated and actual usage of sprint allowance reducing the Customization and Configuration Allowance based on actual hours incurred. Reports shall be provided to the DHHS at the end of each sprint for sprint allowance management.

**17. DHHS CCWIS Salesforce Organization**

- 17.1. The Contractor shall deliver Section 3 – Activity, Deliverable and Milestone for DHHS CCWIS Salesforce Organization using Agile methodology as defined below:

17.1.1. Provide 488 hours of development/test hours with capacity managed during

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based on story points and velocity across the two development/test sprints. The Customization and Configuration Allowance hours represent the Contractor developer and tester resource hours available to configure the DHHS CCWIS Salesforce application[s] based on the prioritized user stories and produce the MVP product. DHHS Product manager will approve priorities based on estimates and the allowance will be reduced based on actuals.

- 17.1.2. Provide 366 hours to support the core delivery tasks, which includes project management, infrastructure, hardening sprint, and regression, UAT support and deployment during the initial implementation.
- 17.1.3. Provide Configuration reports (burn down charts) detailing the estimated and actual usage of sprint allowance reducing the Customization and Configuration Allowance based on actual hours incurred. Reports shall be provided to the DHHS at the end of each sprint for sprint allowance management.

**18. Background Checks**

- 18.1. 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 ensure that any staff, including subcontractors, be referred to NH DHHS's central registry to determine if there are any sustained findings of abuse or neglect, and if such a finding has occurred, the Contractor shall not utilize the staff, including subcontractors, to fulfill the obligations of the Contract. The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees and agents.
- 18.2. 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.
- 18.3. The State may, at its sole expense, conduct reference and background screening of the Contractor's Project Manager and Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Contract Agreement.

**19. Project Management**

- 19.1. The Contractor shall utilize the State provided project management tools to record and

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manage schedules, risks, actions, issues, decisions, status, financials, file sharing and instant messaging as well as the State's solution to manage user stories for promotion into various Salesforce environments. The State believes that effective communication and Reporting are essential to Project success. The Contractor shall employ effective communication and Reporting strategies to ensure Project success. The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

- 19.2. The Project requires the coordinated efforts of a Project Team consisting of both Contractor, IV&V vendor and State personnel. Contractor shall provide all necessary resources to perform its obligations under the Contract. Contractor is responsible for providing all appropriate resources and personnel to manage this Project to a successful completion through provision of resources from the onshore and offshore development centers remotely.
- 19.3. The project will be delivered using a Scrum-based Agile methodology to manage delivery and scope. The DHHS Product Owner(s) will utilize Agile Principles and backlog grooming to make adjustments through the project lifecycle to achieve the minimum viable product (MVP) prioritizing work based on value and working within the allocated capacity. This includes usage of the minimum viable product (MVP) criteria facilitated by utilization of OOTB features of Salesforce and/or the GovConnect CCWIS accelerator provided by the Contractor where feasible and practical. The Scrum methodology values to be promoted by the Contractor and State include:
  - 19.3.1. Focus on maximizing value, promoting best thinking, and removing friction.
  - 19.3.2. Employ project teams which are cross-functional, including business representation to achieve business objectives while supporting scope constraints.
  - 19.3.3. Take in multiple vantage points and review solution options based on fit for purpose and cost.
  - 19.3.4. Establish and finalize coding standards, check lists and documentation requirements in discovery phase, so that appropriate efforts can be included in the Story Point estimation and efforts increases during sprint delivery for such activities.
  - 19.3.5. Track budget spend, percent completed, and value attained with each sprint in addition to the sprint burn down and velocity.
  - 19.3.6. Capture change request in a central location using the project ALM tool as jointly agreed upon.
  - 19.3.7. Promote agile development and adhere to standards of agile development defined during discovery phase. Starting with a base of well-formed user stories meeting Definition of Ready (DOR), developers select user stories that were confirmed as part of Sprint Planning they can be delivered as part of the sprint.
  - 19.3.8. User Story Format: Centered on the business user, the story should have 4 key

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elements:

- 19.3.8.1. Definition of "Done."
- 19.3.8.2. Role the user is performing.
- 19.3.8.3. Situation the user is presented with.
- 19.3.8.4. Outcome/resolution of the situation that the user wants.
- 19.3.9. "As a [persona], I [want to], [so that]." User stories written in this format concisely convey the intentions of the business user to obtain a definite outcome, without becoming prescriptive in the manner in which the function is developed. The iterative nature of rapid application development corrects for misinterpretation of user stories by developers and creates an optimal (for the user) outcome.
- 19.3.10. At the end of the sprint, DHHS will aggregate test plans as the basis of user acceptance testing. Similarly, just prior to full system deployment, test plans will once again form the beginning for a full system testing.
- 19.3.11. Sprint Retrospective: Vendor will document the work performed during the sprint including plans and system test scores. DHHS will expect system tests of 90% or better.
- 19.3.12. Sprint Velocity: velocity will be used as a key performance indicator to measure the amount of work a team can handle during a sprint. This will be tracked for each sprint and used to measure the team's speed and compared for improvements and will also be used to project potential output for each sprint.
  - 19.3.12.1. To calculate the velocity the contractor will divide the total number of story points by the number of the Sprints which will give the team Velocity that needs to be delivered for each Sprint
  - 19.3.12.2. The velocity will be posted for each sprint and utilized to support future projections of capability to accomplish during a sprint.
  - 19.3.12.3. The velocity will be impacted if team members are added or removed and should be identified for planning purposes, e.g. vacation, sick, new staff, resignations.
- 19.3.13. As part of a sprint the following components will be completed
  - 19.3.13.1. Backlog refinement
    - 19.3.13.1.1. User Story creation.
    - 19.3.13.1.2. Identify user stories that meet definition of ready (see below).
  - 19.3.13.2. Sprint Planning
    - 19.3.13.2.1. Story point assignment.

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- 19.3.13.2.2. Assignment of user stories to sprint.
- 19.3.13.2.3. What will be accomplished by each person during that sprint.
- 19.3.13.2.4. How it will be achieved.
- 19.3.13.2.5. Assess the task load.
- 19.3.13.3. Sprint Test Plan
  - 19.3.13.3.1. Contractor will write a test plan for each user story in their sprint, prior to commencing development per the acceptance criteria captured in the User Stories.
  - 19.3.13.3.2. Scenario Specific data that is input or produced in the user story will be reflected in the test plan.
  - 19.3.13.3.3. Any system access to pull data from external systems or related objects will be tested to verify the operation.
  - 19.3.13.3.4. Exceptions and corner cases must be listed.
  - 19.3.13.3.5. Declarative procedures (formula fields, flows, reports and dashboards, global actions, validation rules, etc).
  - 19.3.13.3.6. Test plans will be reviewed by DHHS Project Management. Incomplete plans will be rejected.
  - 19.3.13.3.7. Test Classes will provide test coverage by end of each Sprint per Salesforce Standards.
  - 19.3.13.3.8. Test Scripts should test critical path, corner case and exceptional conditions by end of each Sprint.
- 19.3.13.4. Sprint execution
  - 19.3.13.4.1. Tasks completed.
  - 19.3.13.4.2. If written properly and completely, the USTs will provide details to the developer precisely what needs to be developed.
  - 19.3.13.4.3. Procedures or code will not be promoted to production until test plan results are approved.
  - 19.3.13.4.4. Demos – will be performed by the product owner.
  - 19.3.13.4.5. User Story acceptance.
  - 19.3.13.4.6. Move into production after UAT approval.
- 19.3.13.5. Sprint retrospective



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- 19.3.13.5.1. What worked.
  - 19.3.13.5.2. What did not work.
  - 19.3.13.5.3. What can be done better.
  - 19.3.13.5.4. Adherence of code to test plan; unit test results.
- 19.3.14. As part of sprint planning user stories will be managed through the Agile backlog grooming confirming the User Stories that will delivered in each Sprint. As part of Sprint planning, User Stories will be reviewed to meet the “Definition of Ready” which will include the below:
- 19.3.14.1. Fields and Labels.
  - 19.3.14.2. Field Length.
  - 19.3.14.3. Field Type.
  - 19.3.14.4. User Permissions -Create Read Edit Delete (CRED).
  - 19.3.14.5. Business Rules defining the front end and back-end validations.
  - 19.3.14.6. Notifications/Workflows.
  - 19.3.14.7. Tab Names as applicable.
  - 19.3.14.8. Business Value of story to user clearly indicated as indicated by State per UST.
  - 19.3.14.9. The acceptance criteria clearly described.
  - 19.3.14.10. User story dependencies identified.
  - 19.3.14.11. User story sized by delivery team.
  - 19.3.14.12. Performance criteria identified where appropriate.
  - 19.3.14.13. Person who will accept user story is identified.
  - 19.3.14.14. The team knows how to demo the story.
  - 19.3.14.15. Mappings and transformation rules for reports and interfaces as applicable in the corresponding reports and interfaces.
  - 19.3.14.16. Test Cases are identified for the User Story.

**20. The Contractor Key Project Staff**

- 20.1. If Contractor fails to assign a Project Manager and/or Key Project Staff meeting the requirements and terms of the Contract or if the State is dissatisfied with Contractor's replacement of the Project Manager and/or Key Project Staff, and in such case the contractor will provide alternate candidates within ten (10) days of written notice for States approval.

**21. The Contractor's Contract Manager**

- 21.1. The Contractor must assign a Contract Manager who will be responsible for all Contract

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authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. Contractor's Contract Manager is:

Mani Murahari  
(617) 899-4978  
mmurahari@deloitte.com

**22. The Contractor's Project Manager**

22.1. The Contractor must assign a Project Manager who is qualified to perform or supervise the Contractor's obligations under this Agreement. Contractor's Project Manager is:

Hrushikesh Naik  
(714) 721-5877  
hnaik@deloitte.com

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

22.2. Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Contractor's representative for all administrative and management matters. Project Manager or back-up designee must be available to promptly respond during normal Business Hours within Ten (10) hours of inquiries from the State, and be at the site as needed. Project Manager must work diligently and use his/ her best efforts on the Project.

**23. Change of Project Manager**

23.1. Except in the event of disability, illness, grave personal circumstances, or separation from service Contractor may not replace the Project Manager or change its assignment of Project Manager without providing the State written notice and obtaining the prior approval of the State of the replacement Project Manager. State approvals for replacement of Project Manager shall not be unreasonably withheld. The replacement Project Manager is subject to the same requirements and Review as set forth above. Contractor shall assign a replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor shall continue during the ten (10) business day period to provide competent project management Services through a qualified interim Project Manager.

**24. The Contractor's Additional Project Staff**

24.1. The State considers the following individuals to be Key Project Staff for this Project:

24.1.1. Deloitte Project Manager:

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Hrushikesh Naik  
(714) 721-5877  
hnaik@deloitte.com

24.1.2. Deloitte Salesforce Architect:

Faisal Mohammad  
(202) 368-7816  
famohammad@deloitte.com

- 24.2. The State reserves the right to require removal or reassignment of Key Project Staff who are found unacceptable to the State. Contractor shall not change Key Project Staff commitments without providing the State written notice and obtaining the prior written approval of the State. State approvals for replacement of Key Project Staff will not be unreasonably withheld. The replacement Key Project Staff shall have comparable or greater skills than Key Project Staff being replaced.

**25. The State Key Project Staff**

25.1. The State Contract and Project Managers

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

Marie Noonan  
603-271-4455  
Marie.E.Noonan@dhhs.nh.gov

- 25.1.2. The State shall assign a Project Manager. The State's Project Manager is:

Aaron LeCain  
603-271-3034  
Aaron.R.LeCain@dhhs.nh.gov

- 25.1.3. The State Project Manager's duties shall include the following:

- 25.1.3.1. Leading the Project;
- 25.1.3.2. Engaging and managing all Contractors working on the Project;
- 25.1.3.3. Managing significant issues and risks;
- 25.1.3.4. Reviewing and accepting Contract Deliverables;
- 25.1.3.5. Invoice sign-offs;
- 25.1.3.6. Review and approval of Change Orders; and
- 25.1.3.7. Managing stakeholders' concerns.

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**26. The State IV&V Vendor**

- 26.1. The State shall enter into contract with an IV&V vendor prior to commencement of the Granite Families CCWIS work. In working with the State and Contractor, the IV&V vendor shall function as an independent auditor of processes, schedule, deliverables, and overall Minimal Viable Product (MVP) functionality. The IV&V vendor shall ensure the CCWIS project is on budget, meets the Business and Technical Requirements and deliverables of this Contract, and conforms to CCWIS Compliance.
- 26.2. The State IV&V vendor's duties shall include the following:
  - 26.2.1. Alert project staff to schedule risks.
  - 26.2.2. Provide early notification of software quality issues through continual review of deliverables and processes.
  - 26.2.3. Track completion requirements.
  - 26.2.4. Provide an impartial assessment of every aspect of a systems development project.
  - 26.2.5. Address managerial status, technology performance, and product design and usability aspects of system development.
  - 26.2.6. Identify problems and risks associated with the project as they happen or as they are likely to occur.
  - 26.2.7. Identify risks so the agency's project team can mitigate risk or develop appropriate contingency planning.
  - 26.2.8. Develop a project work plan, which must be provided directly to ACF at the same time it is given to the state.
  - 26.2.9. Review and make recommendations on the State and vendor management of the project as well as the technical aspects of the project.
  - 26.2.10. Give the results of its analysis directly to the Federal agencies as required by the IV&V contract at the same time it reports to the State.
  - 26.2.11. Consult with all stakeholders and assess user involvement and buy-in regarding system functionality and the system's ability to support program business needs.
  - 26.2.12. Conduct an analysis of completed project deliverables to identify and make recommendations for improvement.
  - 26.2.13. Provide risk management assessment and capacity planning services.
  - 26.2.14. Develop performance metrics that will allow the tracking of project completion against milestones set by the state.

**27. MVP Discovery and Work Plan**

- 27.1. The Contractor's Project Manager and the State Project manager shall finalize the MVP upon completion of MVP Discovery and Work Plan within Thirty (30) days of the Effective Date and further refine the tasks required to implement the Project. Continued

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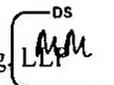
development and management of the MVP Discovery and Work Plan is a joint effort on the part of the Contractor and State Project Managers.

27.2. In conjunction with the Contractor’s Project Management methodology, which shall be used to manage the Project’s life cycle, the Contractor’s team and the State shall finalize the MVP Discovery and Work Plan at the onset of the Project. This plan shall identify the MVP, tasks, Deliverables, major milestones, task dependencies, and a payment Schedule required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and The Contractor’s team members), refine the Project’s scope, and establish the Project’s Schedule.

**28. Acceptance & Testing Services**

28.1. The Contractor must ensure testing will be managed as described below within each Sprint.

Testing Phase	Task	Responsibility	Acceptance and Sign-off
Unit/Integration Testing	Develop baseline test scenario scripts for each User Story, prior to development. Complete Unit and Integration testing user stories from each Sprint. Contractor must provide results for all unit /integration test and they must meet 90% success or higher.	Contractor	DHHS Product Owner
System Test	Develop System Test Plan	State	DHHS Product Owner
	Execute System Test at least two times prior to cutover.	State	
	Document and upload test results to the project site	State	DHHS Product Owner
	Review and approve the test results	State	
Regression Test	Develop regression test plan Execute regression test prior to each sprint demonstration as part of sprint readiness Document and provide results to project site Review and approve test results	State	DHHS Product Owner
QA Testing	Verify changes to ensure functionality is accomplished per user story acceptance criteria.	State’s IV&V	DHHS Product Owner
	Test changes functionally to ensure they accomplish what is requested in the user stories.	State	
	Approve changes functionally accomplish what is desired before deploying to Enterprise UAT.	State’s IV&V Contractor	
	Once approved by the state the changes can be deployed from the project sandboxes to the shared Enterprise UAT environments	Contractor/State	
IV&V	Independent Verification and Validation	IV&V vendor	
User Acceptance Testing	Approve UAT and Regression Test Plan	State	

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	Execute UAT and Regression tests in accordance with the test plans developed by the State.	State	
	Support defect correction including but not limited to system errors, security issues, flow errors only, any other changes are enhancements and will have a user story created as a backlog item to be addressed in a subsequent sprint based upon sprint priorities	Contractor	
	Support changes or enhancements needed to meet MVP	Contractor	
	Once UAT has been approved by the business all the approved user stories will be promoted to staging with ICR number. The request should be two to three days before the production release date is ideal to minimize any delays from any potential deployment issues except for emergency releases.	Contractor	
	Document test results	State	
	Review and approve test results	State	
Accessibility Testing	Conduct Accessibility Testing for Custom changes Produce Product Accessibility Test Report Perform mitigation fixes for critical Accessibility issues prioritized by State	Contractor	DHHS Product Owner
	Review and approve mitigation plan	State	
Performance Testing	Develop Performance Testing Plan Execute Performance Testing using an automated testing tool Produce Performance Test Report	Contractor	DHHS Product Owner
	Review and Approve Performance Test Plan	State	
Security Testing	Perform Static Code Scan using Microsoft Fortify Static Code Analyzer or Equivalent Perform Dynamic Application Security Test using Microsoft Fortify Dynamic Code Analyzer or Equivalent Provide Static Code Analysis Report Provide Dynamic Code Analysis Report	Contractor	
	Review and Approve Security Scan Test Results	State	

**29. Maintenance, Operations And Support**

29.1. System Maintenance

29.1.1. The Contractor shall maintain and support the System in all material respects as described in the Contract, through the Contract Completion Date. The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost for sharing GovConnect

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Child Welfare code developed by Deloitte for another State assuming appropriate approvals are received from the applicable other states.

29.1.2. The Contractor shall provide DHHS with Maintenance and Operations (M&O) support activities/services for CCWIS modules as defined below. The M&O support will commence from month eleven (11) to seventy (70) for five (5) years after go-live. DCYF Maintenance, Operations and Support will be provided using the fixed capacity. This includes Fixed M&O support to be provided throughout the M&O period as defined in the table below.

**Table 28.1.2.: Fixed Maintenance and Operations (M&O) Support**

Activity Type	Description	Frequency
Fixed Maintenance and Operations (M&O) Support	<ul style="list-style-type: none"> <li>• Project Management – provide oversight and monthly project status reporting</li> <li>• Help Desk Support – assist help desk in incident research and resolution.</li> <li>• Defect Triaging – perform analysis and triage incidents reported by Help Desk into backlog items</li> <li>• Performance management and system monitoring – review and triage interface logs and exception reports and coordinate with State Salesforce Enterprise and DHHS to help mitigate and prioritize exceptions.</li> <li>• User account management: Manage user creation, inactivation, and security roles.</li> <li>• Security management: Manage the Salesforce configuration including role-based permissions access</li> <li>• Salesforce Upgrade Analysis: perform impact analysis for Salesforce upgrades</li> </ul>	Ongoing

29.1.3. The Contractor must provide, in addition to the fixed activities defined above, capacity for Prioritized Maintenance Support. This includes activities defined below as prioritized by DCYF from the backlog up to the annualized capacity allocation.

**Table 28.1.3.: Prioritized Maintenance Support Activities**

Activity Type	Description	Frequency
Prioritized Maintenance Support	<ul style="list-style-type: none"> <li>• Data fix remediation – perform data fixes to remediate user errors</li> <li>• Defects and Deficiencies –Define, develop, test, send code migration requests to UAT/Production, and document for Granite Families and NH Bridges Document Imaging Java application</li> <li>• UAT support – assists DCYF users to complete UAT as needed</li> </ul>	Ongoing Release Cadence

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	<ul style="list-style-type: none"> <li>• Salesforce Upgrade Fixes – develop, test and send code migration requests to UAT/Production as needed</li> <li>• Other Upgrade Support – develop, test and send code migration requests to UAT/Production as needed for third party products such as the Enterprise Service Bus (ESB) or Master Data Management (MDM)</li> </ul>	
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29.1.4. The Contractor must provide the annualized capacity of Prioritized Maintenance Support per year.

29.1.4.1. This work will be determined based on contract effective date and contract completion date.

**Table 28.1.4.: CCWIS Prioritized Maintenance Support Capacity**

Activity Type	State Fiscal Year 2025	State Fiscal Year 2026	State Fiscal Year 2027	State Fiscal Year 2028	State Fiscal Year 2029	State Fiscal Year 2030	State Fiscal Year 2031
Backlog Support	0	726	3388	2779	2164	1423	720

29.1.5. The Contractor must ensure the M&O support services will be provided for the DHHS CCWIS Salesforce Organization. The M&O support will commence as defined in discovery using the fixed capacity per table. The capacity will be allocated evenly across the 56 months, unless otherwise mutually agreed to.

**Table 28.1.5.: Salesforce Org Prioritized Maintenance Support Capacity**

Task	Hours
Help desk hours	9,840
MO hours	4,836

29.1.6. The Contractor must ensure the DHHS CCWIS Salesforce Organization M&O activities and frequencies at which the activities will be performed using the fixed capacity shall include:

**Table 28.1.6.: DHHS CCWIS Salesforce Organization M&O**

Task	Activity	Artifact Name	Artifact Type
Maintenance and Operations	Develop Release Schedule for planned deployments with system downtime windows defined	Release Plan	Work Product
	Nightly extracts of the complete data set with a target of the Department’s Enterprise Business Intelligence landing database.	Nightly extracts	Software
	Establish infrastructure to support code branches and code merge	Code Branching /Merging	Infrastructure

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Security	<ul style="list-style-type: none"> <li>Continue to manage a Security Plan based on the defined CCWIS security requirements, to work in conjunction with State security requirements.</li> <li>Application Vulnerability scan report</li> <li>Provide input, review and approval of Security and Remediation Plan, working conjunction with State Salesforce Enterprise</li> </ul>	Security Plan Vulnerability scan report Remediation Plan	Work Product
Help Desk	Provide Helpdesk support to Granite CCWIS users per the allocated fixed capacity	Footprints Ticket Management	Work Product
Help Desk Reports	Below Help Desk Reports will be provided <ul style="list-style-type: none"> <li>Dashboard Report</li> <li>Calls/Issues Per Day</li> <li>Number of Cases Closed</li> <li>Number of Cases Open</li> <li>Average calls per year, month, day, hour</li> <li>Severity of the issue</li> </ul>	Jira Dashboard	Work Product

**30. System Support**

- 30.1. The Contractor must perform on-site or remote technical support in accordance with the Contract, including the requirements, terms, and conditions contained herein.
- 30.2. As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:
- 30.3. Class A Deficiencies as defined in EXHIBIT G –The Contractor shall have available to the State, twenty-four/seven (24/7) on call telephone assistance, with issue tracking available to the State and an email / telephone response within two (2) hours of request. The Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request. The Contractor will provide on call support using the help desk capacity from the Salesforce Organization Helpdesk Hours as defined in Table: Salesforce Org Prioritized Maintenance Support Capacity.

31. **Class B & C Deficiencies as defined in EXHIBIT G** – The State shall notify the Contractor of such Deficiencies during regular Business Hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action.

**32. Support Obligations**

- 32.1. The Contractor must repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract.
- 32.2. The Contractor must maintain a record of the activities related to repair or maintenance activities performed for the State.

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- 32.3. For all maintenance service calls, the Contractor must ensure the following information will be collected and maintained:
- 32.3.1. nature of the Deficiency;
  - 32.3.2. current status of the Deficiency;
  - 32.3.3. action plans, dates, and times;
  - 32.3.4. expected and actual completion time;
  - 32.3.5. Deficiency resolution information;
  - 32.3.6. resolved by;
  - 32.3.7. identifying number i.e. work order number (A work order serves as a formal request for maintenance, repair, or operational tasks. It encompasses essential information about the maintenance task and provides a clear process for its completion); and
  - 32.3.8. issue identified by.
- 32.4. The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:
- 32.4.1. mean time between Reported Deficiencies with the Software;
  - 32.4.2. diagnosis of the root cause of the problem; and
  - 32.4.3. identification of repeat calls or repeat Software problems.
- 32.5. If the Contractor fails to correct a Deficiency, that is within scope of their work product, within the allotted period of time stated above, the Contractor shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies as defined in the P-37 General Provisions, Provision 8, and/or pursue all remedies available at law or equity.

**33. Contract Warranties and Representations**

**33.1. Systems, Solutions, or Software**

- 33.1.1. The Contractor warrants that any Systems or Solution provided under this Agreement will operate and conform to the Specifications, terms, and requirements of this Agreement. The Solution means the solution required within State RFP as confirmed through User Stories and validated/accepted as part of UAT to include all interfaces/data conversions vendor is obligated to supply through this Agreement.

**34. Software**

- 34.1. The Contractor warrants that any Software provided as part of this Agreement, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and terms.

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Deloitte Consulting  
Contractor Initials:  
Date: 2/20/2025

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34.2. If the State receives any Systems, Solutions, or Software that fail to conform to these warranties, then the State shall be entitled in remedies as set forth in P-37 sections 8 and 9.

**35. Compatibility**

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

**36. Services**

36.1. The Contractor warrants that all Services to be provided under this Agreement will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

**37. Data Protection**

37.1. The Contractor must comply with EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*.

**38. Data Integration and Ingestion**

38.1. The Contractor must ensure any solution implemented requires the Contractor to provide the professional services and automated daily, no less than once per day, ability to export and/or provide direct data connection access all of the data maintained by the system and if needed delivered to the State via sFTP, per EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements* or another secured methodology mutually agreed upon by both parties and in compliance with Exhibit E: *DHHS Information Security Requirements*. Additionally, a data dictionary and model must be provided for any data being provided through Salesforce.com also referred to as "Sales Force Dot Com," (SFDC) utility and Schema Builder to the State of New Hampshire.

38.2. The Contractor must provide professional services to assist in the ingestion of the data provided utilizing the State's Informatica, Oracle and Tableau tools as well as create data models, visualizations, reports and dashboards for data analytics in the State's EBI system that currently consists of an Oracle 19c database, Informatica for ETL and Metadata Management, and Tableau for reporting and data visualizations. The required data models, visualizations, reports and dashboards for data analytics in the State's Enterprise Business Intelligence (EBI) system will be confirmed and prioritized during the discovery phase.

**39. Data Location**

39.1. The Contractor must provide its Services to the State and its end users solely from data centers within the contiguous United States. All storage, processing and transmission of Confidential Data and State Data shall be restricted to information technology systems within the contiguous United States. The Contractor must not allow its End Users, as defined in EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*, to store Confidential Data or State Data on portable devices, including

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personal computers, unless prior written exception is provided by the Department of Health and Human Services Information Security Office.

39.2. The Contractor must ensure all storage, processing and transmission of State Confidential Data shall be restricted to information technology systems within the Contiguous United States.

39.3. The Contractor shall not allow its personnel or sub-contractors to store State data on portable devices, including personal computers, except as specified and allowed by the contract or by express prior written consent provided by DHHS Information Security, in which case the State data can be stored only on devices that are used and kept at its data centers within the Contiguous United States. The Contractor shall permit its personnel and Contractors to access State data remotely only to provide technical support and as specified or required by the contract.

**40. Privacy Impact Assessment (PIA)**

40.1. Upon request, the Contractor must allow and assist the State in conducting a Privacy Impact Assessment (PIA) of its system(s)/application(s)/web portal(s)/website(s) or State system(s)/application(s)/web portal(s)/website(s) hosted by the Contractor if Personally Identifiable Information (PII) is collected, used, accessed, shared, or stored. To conduct the PIA the Contractor must provide the State access to applicable systems and documentation sufficient to allow the State to assess, at minimum, the following:

- 40.1.1. How PII is gathered and stored;
- 40.1.2. Who will have access to PII;
- 40.1.3. How PII will be used in the system;
- 40.1.4. How individual consent will be achieved and revoked; and
- 40.1.5. Privacy practices.

40.2. The State may conduct follow-up PIAs in the event there are either significant process changes or new technologies impacting the collection, processing or storage of PII.

**41. Federal Data**

41.1. This Contract requires the Contractor to access, handle or view federal data under the State's custodianship to fulfill its contractual obligations. As a condition of the State's electronic data exchange and/or computer/data matching agreements with its various federal partners the State is required to safeguard the confidentiality, integrity, and availability of the federal information provided through the agreement(s) from unauthorized access and improper disclosure, as well as adhere to NIST 800-53 (latest version).

41.2. The State will provide the Security Requirements and Procedures for the applicable federal agency or agencies to the Contractor, within 10 business days from Governor and Council approval, to assist in meeting its federal safeguarding requirements. In addition to EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*, the provided federal agency security document(s) will impart a detailed description of management, operational and technical controls required. The foundations for the requirements are the

  
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Federal Information Security Management Act (FISMA), Public Law (P.L.) 107-347, the Privacy Act of 1974 and federal agency’s own policies, procedures, and directives.

**42. Software Agreement**

42.1. The State shall grant or remove access as appropriate to application[s] and/or systems that are required.

**43. Administrative Services**

43.1. The Contract shall provide the State with the Administrative Services set forth in the Contract, and particularly described in EXHIBIT E: Administrative Services.

**44. Training**

44.1. The Contractor shall provide the following Training Services:

44.1.1. The Contractor shall develop a training plan to cover Train the Trainers, Department staff, technical staff and contractors on the use of the Granite Families CCWIS Solution. Training must include the following:

- 44.1.1.1. A training plan that describes comprehensive strategy to develop, implement, and deliver training to Department-identified individuals. The Training plan will identify the role-based modules, tailored materials, learning-on-demand opportunities, refresher trainings, and train-the-trainer programs to meet the distinctive needs of each stakeholder group.
- 44.1.1.2. A delivery method for required training content (e.g., webinar, virtual training and virtual learning offerings, and instructor-led classroom-based trainings) based on the needs analysis.
- 44.1.1.3. Update the plan after each release.
- 44.1.1.4. A training schedule based on the training plan.
- 44.1.1.5. Training program will be uploaded into the Department’s learning Management System.

44.1.2. The Contractor shall provide the following trainings for the CCWIS modules listed in the table below:

*Table 43.1.2.: Training*

Module / Release	Material Type	Training Topics		Participation Option	Audience
Intake / Assessment Module /	NH CCWIS Overview Web Based Training	NH CCWIS Overview	User Roles Homepage	Online on-demand	All Intake / Assessment Module users

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	Helpdesk	All helpdesk functions	Creation of Knowledge Base items	Online on-demand	State Helpdesk users
	End User Training	Intake for Hotline Staff Central Registry Performing Intake Document Management for CCWIS SDM	Conducting an Investigation Safety Case Creation Court Reports and Hearing	Interactive virtual hands-on training (leveraging virtual meeting technologies and NH CCWIS training environment)	All Intake / Assessment Module users
<b>Case Management Module</b>	Case Management Overview Web Based Training	NH CCWIS Overview Basic Navigation	User Roles Homepage	Online on-demand	All Case Management Module users
	Helpdesk	All helpdesk functions	Creation of Knowledge Base items	Online on-demand	State Helpdesk users
	End User Training	Case Assignment & Service Management Supporting Permanency Manage IV-E Child Welfare data elements SDM	Managing Interstate Compact on the Placement of Children (ICPC) Manage Ongoing Placement (safety, services, and contacts) Reporting	Interactive virtual hands on training (leveraging virtual meeting technologies and NH CCWIS training environment)	All users

44.1.3. The Contractor must develop and provide the following training materials for the CCWIS modules below:

*Table 43.1.3.: Training*

Training Documentation	Description	Availability Timeline
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<b>Micro-Learning Videos</b>	Educational and captivating medium that can be consumed on demand (up to 5, 2 to 5-minute videos)	2 months in advance of each go-live
<b>Web-Based Training (WBT)</b>	Interactive, and engaging demonstration that uses a variety of graphical images for on-demand consumption (up to 2, 30-minute self-paced trainings) In a SCORM format for integration into the State's Learning Management System	1 month in advance of each go-live
<b>User Guides</b>	Detailed guide with guidance to participants on commonly performed tasks (1 guide per module)	1 month in advance of each go-live to support virtual training
<b>Job Aids / Online Help</b>	Reference materials to provide quick, detailed guidance to users on commonly performed tasks (up to 10, 3-5 pages each)	2 weeks in advance of each go-live based on virtual training feedback
<b>Online Help</b>	Page level and process level help text built within NH CCWIS	2 weeks in advance of each go-live based on virtual training feedback
<b>Recorded Webinars</b>	Web conferences (audio and visual) hosted by instructor (up to 4, 30-minute recorded webinars)	1 months in advance or following each go-live
<b>Practice Environment Scenarios</b>	Training environment that allows users to create their own data (up to 10 scenarios)	1 month in advance and following each go-live. Need to work with functional team for deployment schedule and align on volume of user access

**45. Terms And Definitions**

45.1. Terms and Definitions applicable to this Contract are identified in EXHIBIT G, Attachment 2, EXHIBIT E: *DHHS Information Security Requirements*.

**46. Contractor's Certificates**

46.1. Required Contractor Certificates are attached in EXHIBIT G.

**47. Ownership**

47.1. Through this Agreement, the State is granted all ownership rights in software and/or modifications thereof and associated documentation designed, developed, or installed with Federal Financial Participation under this subpart, including the software code designated as GovConnect for CCWIS as Configured and Customized for New Hampshire.

47.2. Additionally, the Federal Government reserves a royalty-free, nonexclusive,

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and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal government purposes, such software, modifications, and documentation.

- 47.3. To the extent not prohibited by law, the State hereby grants to the Contractor a nonexclusive, worldwide, royalty-free, perpetual, irrevocable license (with right to sublicense and the right of sublicensees to sublicense further) to use, make, execute, reproduce, sell, display, perform, distribute, modify or otherwise prepare derivative works based on, any or all of such software, modifications and documentation for which the State is granted ownership rights pursuant to this paragraph.
- 47.4. Upon termination of this Agreement for any reason, or upon request of the State, the Contractor agrees to convey to the State good titles to purchased items free and clear of all liens, pledges, mortgages, encumbrances, or other security interests.

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**EXHIBIT C – PRICE AND PAYMENT SCHEDULE**

**EXHIBIT C – PRICE AND PAYMENT SCHEDULE**

*The terms outlined in the Payment Schedule is set forth below:*

**1. Contract Price**

1.1. Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount indicated in P-37 General Provisions - Block 1.8: Price Limitation. The payment by the State of the total Contract price shall be the only, and the complete reimbursement to the Contractor for all fees and expenses, of whatever nature, incurred by the Contractor in the performance hereof. See **Total Contract Price Table** below:

*Table 1.1: Total Contract Price*

Total Contract Price Table								
TOTALS BY STATE FISCAL YEAR								
	SFY 25 GC Approval – June 30, 2025	SFY 26 July 1, 2025 – June 30, 2026	SFY 27 July 1, 2026 – June 30, 2027	SFY 28 July 1, 2027 – June 30, 2028	SFY 29 July 1, 2028 – June 30, 2029	SFY 30 July 1, 2029 – June 30, 2030	SFY 30 July 1, 2030 – June 30, 2031	
SCOPE OF WORK	Year one (1)	Year two (2)	Year three (3)	Year four (4)	Year five (5)	Year six (6)	Year seven (7)	Subtotal by Scope of Work
CCWIS Modules	\$1,525,224.00	\$7,065,615.00	\$950,000.00	\$866,667.00	\$645,000.00	\$498,000.00	\$290,500.00	\$11,841,006.00
DHHS Salesforce Organization	\$185,000.00	\$327,132.94	\$308,862.24	\$321,319.71	\$334,548.81	\$258,685.35	\$0.00	\$1,735,549.05
Enhanced Pool Hours	\$2,000,000.00	\$1,000,000.00	\$1,000,000.00	\$500,000.00	\$500,000.00	\$0.00	\$0.00	\$5,000,000.00
<i>Subtotal by SFY</i>	<i>\$3,710,224.00</i>	<i>\$8,392,747.94</i>	<i>\$2,258,862.24</i>	<i>\$1,687,986.71</i>	<i>\$1,479,548.81</i>	<i>\$756,685.35</i>	<i>\$290,500.00</i>	
<b>GRAND TOTAL</b>								<b>\$18,576,555.05</b>

**2. Travel Expenses**

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

**3. Shipping Fees**

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

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Agreement.

**4. Invoicing**

- 4.1. The Contractor must submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. The Contractor must only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.
- 4.2. Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

**5. Invoice Address**

- 5.1. Two (2) identical invoices must be sent to the following individuals:

Department of Health and Human Services, Division for Children Youth and Families

1. Aaron LeCain 129 Pleasant Street, Concord, NH 03301
2. Rebecca Lorden 129 Pleasant Street, Concord, NH 03301

**Payment Address**

- 5.2. Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>.

**6. Payment Address**

- 6.1. Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>.

**7. Overpayments To The Contractor**

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

**8. Credits**

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

**9. Payment Schedule**

- 9.1. This is a Not to Exceed Contract. The total Contract value is indicated in P-37 General Provisions - Block 1.8: Price Limitation for the period between the Effective Date through date indicated in P-37 General Provisions - Block 1.7: Completion Date. The Contractor must be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities,

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Deliverables, or milestones appearing in the price and payment tables below:

**9.2 CCWIS Modules Activities / Deliverables / Milestones Payment Schedule Table below.**

9.2.1 The deliverable dates are to be validated after Governor and Council approval with the table below, forecasting the deliverable dates with a start date equal to the G&C approval date.

	Activity, Deliverable and Milestone	Deliverable Type	Projected Delivery Date	Price
<b>PLANNING AND PROJECT MANAGEMENT</b>				
1	Conduct Project Kickoff Meeting	Non-Software	Project Start Date	\$20,490.00
2	Work Plan	Written	After 11 Working Days from Project Start date	\$145,880.00
3	** Project Status Reports	Written	At the end of each Sprint	\$2,989,090.00
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	After 15 working days from Project Start date	\$81,960.00
5	Information Security Plan	Written	After 17 working days from Project Start date	\$102,450.00
6	Communications and Change Management Plan	Written	After 62 working days from Project Start date	\$61,470.00
7	Software Configuration Plan	Written	After 36 working days from Project Start date	\$81,960.00
8	Systems Interface Plan and Design/Capability	Written	After 66 working days from Project Start date	\$81,960.00
9	System Security Plan	Written	After 32 working days from Project Start date	\$81,960.00
10	Testing Plan	Written	After 56 working days from Project Start date	\$163,920.00
11	Data Conversion Plan and Design	Written	After 62 working days from Project Start date	\$245,880.00

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 Deloitte Consulting  
 Contractor Initials:  
 Date: 2/20/2025

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12	Deployment Plan	Written	After 29 working days from Project Start date	\$81,960.00
13	Disaster Recovery Plan	Written	After 31 working days from Project Start date	\$81,960.00
14	Comprehensive Training Plan and Curriculum	Written	After 66 working days from Project Start date	\$245,880.00
15	End User Support Plan	Written	After 67 working days from Project Start date	\$81,960.00
16	Business Continuity Plan	Written	After 36 working days from Project Start date	\$81,960.00
17	Documentation of Operational Procedures	Written	After 51 working days from Project Start date	\$81,960.00
<b>INSTALLATION</b>				
18	Provide Software Licenses if needed	Written	After 29 working days from Project Start date	\$40,980.00
19	Provide fully functional, tested, and implemented Data Conversion	Software	After 192 working days from Project Start date	\$409,800.00
20	Provide fully functional, tested and implemented Software, and Operational to Satisfy State Requirements	Software	After 227 working days from Project Start date	\$573,720.00
<b>TESTING</b>				
21	Conduct Integration Testing	Non-Software	After 173 working days from Project Start date	\$409,800.00
22	Conduct User Acceptance Testing	Non-Software	After 218 working days from Project Start date	\$245,880.00
23	Perform Production Tests	Non-Software	After 222 working days from Project Start date	\$163,920.00

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24	Test In-Bound and Out-Bound Interfaces	Software	After 173 working days from Project Start date	\$245,880.00
25	Conduct System Performance (Load/Stress) Testing	Non-Software	After 188 working days from Project Start date	\$163,920.00
26	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software	After 188 working days from Project Start date	\$163,920.00
27	Security Risk Assessment Report	Written	After 80 working days from Project Start date	\$81,960.00
28	Security Authorization Package	Written	After 80 working days from Project Start date	\$81,960.00
<b>SYSTEM DEPLOYMENT</b>				
29	Converted Data Loaded into Production Environment	Software	After 222 working days from Project Start date	\$163,920.00
30	Provide Tools for Backup and Recovery of all Applications and Data	Software	After 222 working days from Project Start date	\$81,960.00
31	Conduct Training	Non-Software	After 222 working days from Project Start date	\$163,920.00
32	Cutover to New Software	Non-Software	After 227 working days from Project Start date	\$245,880.00
33	Provide Documentation	Written	After 227 working days from Project Start date	\$81,960.00
34	Execute System Security Plan	Non-Software	After 227 working days from Project Start date	\$81,960.00
<b>POST-DEPLOYMENT OPERATIONS</b>				
35	Conduct Knowledge Transfer	Non-Software	After 266 working days from Project Start date	\$80,966.00
<b>Total</b>				<b>\$8,195,006.00</b>

\*\* The project status report will be submitted after every Sprint, in total 16 deliverables will be submitted

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9.2. CCWIS Modules Maintenance and Operations Payment Schedule Table below.

	Maintenance and Operations	Deliverable Type	Projected Delivery Date	Price
1	** Monthly Status Reports – Year 1	Written	Month 11 from Project Start date through Month 22	\$ 79,166.67
2	** Monthly Status Reports – Year 2	Written	Month 23 from Project Start date through Month 34	\$ 79,166.67
3	** Monthly Status Reports – Year 3	Written	Month 35 from Project Start date through Month 46	\$ 62,500.00
4	** Monthly Status Reports – Year 4	Written	Month 47 from Project Start date through Month 58	\$ 41,500.00
5	** Monthly Status Reports – Year 5	Written	Month 47 from Project Start date through Month 70	\$ 41,500.00
<b>Total</b>				<b>\$ 3,646,000.00</b>

**\*\* The Monthly Status Report will be submitted from Month 11, in total 60 deliverables will be submitted**

9.3. DHHS CCWIS Salesforce Organization Activities / Deliverables / Milestones Payment Schedule Table below.

	Activity, Deliverable and Milestone	Deliverable Type	Projected Delivery Date	Price
1	Technical Architecture Procurement Plan	Written	After 30 working days from Project Start date	\$ 50,000.00
2	Security Plan	Written	After 35 working days from Project Start date	\$ 55,000.00
3	Capacity Plan	Written	After 39 working days from Project Start date	\$ 25,000.00
4	Configuration Management (CM) Plan	Written	After 40 working days from Project Start date	\$ 30,000.00
5	Technical Environments	Software	After 45 working days from Project Start date	\$ 25,000.00
6	Incident Response Management Plan	Written	After 55 working days from Project Start date	\$ 25,000.00
<b>Total</b>				<b>\$ 210,000.00</b>

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**9.4. DHHS CCWIS Salesforce Organization Maintenance and Operations Payment Schedule Table below.**

	Maintenance and Operations	Deliverable Type	<u>Projected Delivery Date</u>	Price
1	** Monthly Status Reports – Year 1	Written	Month 4 from Project Start date through Month 12	\$ 25,076.00 Per Month
2	** Monthly Status Reports – Year 2	Written	Month 13 through Month 24	\$ 25,482.98 Per Month
3	** Monthly Status Reports – Year 3	Written	Month 25 through Month 36	\$ 26,505.14 Per Month
4	** Monthly Status Reports – Year 4	Written	Month 37 through Month 48	\$ 27,591.15 Per Month
5	** Monthly Status Reports – Year 5	Written	Month 49 through Month 60	\$ 28,742.82 Per Month
<b>Total</b>				<b>\$1,525,549</b>

**\*\* The Monthly Status Report will be submitted from Month 4, in total 57 deliverables will be submitted**

**9.5. Hardware Pricing**

9.5.1. The State will purchase and provide hardware if applicable.

**9.6. Software Operations, Maintenance and Support Pricing**

9.6.1. Contractor maintenance services as defined in this scope of work will be paid using the payment schedule as defined above and summarized below.

<b>CCWIS Modules OPERATIONS, MAINTENANCE, AND SUPPORT</b>					
SOFTWARE NAME	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
M&O of the implemented software	\$950,000.00	\$950,000.00	\$750,000.00	\$498,000.00	\$498,000.00
<b>Total</b>					<b>\$3,646,000.00</b>

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<b>DHHS CCWIS Salesforce Organization OPERATIONS, MAINTENANCE, AND SUPPORT</b>					
<b>SOFTWARE NAME</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>	<b>YEAR 4</b>	<b>YEAR 5</b>
M&O of the Salesforce Organization	\$225,684.00	\$305,795.76	\$318,061.68	\$331,093.80	\$344,913.84
<b>Total</b>					\$1,525,549

**9.7. Implementation Pricing Summary**

	<b>Description</b>	<b>Price</b>
1	CCWIS Modules	\$ 8,195,006.00
2	DHHS Salesforce Organization	\$ 210,000.00
	<b>Total</b>	<b>\$ 8,405,006.00</b>

**9.8. Contractor Staff, Resource Hours and Rates Worksheet**

9.8.1. This section is not applicable.

**9.9. Future Contractor Rates Worksheet**

The State may request additional Services from the Contractor. The State and Contractor agree to the following rates in the event the contract is extended as described in P-37 General Provisions, Section 3. Effective Date/Completion of Services. Staff qualifications specified in the RFP are applicable to the roles that State may procure for additional Services from the Contractor.

<b>FUTURE CONTRACTOR RATES WORKSHEET</b>							
<b>CONTRACTOR ROLE</b>	<b>SFY24</b>	<b>SFY25</b>	<b>SFY26</b>	<b>SFY27</b>	<b>SFY28</b>	<b>SFY29</b>	<b>SFY30</b>
Project Executive	\$226	\$235	\$244	\$253	\$262	\$271	\$280
Project Manager (Key)	\$219	\$228	\$237	\$246	\$255	\$264	\$273
Functional Manager (Key)	\$208	\$216	\$225	\$234	\$243	\$252	\$261
Scrum Manager (Key)	\$179	\$186	\$195	\$204	\$213	\$222	\$231
Salesforce Architect	\$208	\$216	\$225	\$234	\$243	\$252	\$261
Enterprise Service Bus Engineer	\$174	\$181	\$190	\$199	\$208	\$217	\$226
Business Analysts	\$174	\$181	\$190	\$199	\$208	\$217	\$226
Salesforce Developers	\$157	\$168	\$177	\$186	\$195	\$204	\$213
QA Testers	\$107	\$111	\$120	\$129	\$138	\$147	\$156
EDW/EBI Developer(s)	\$174	\$181	\$190	\$199	\$208	\$217	\$226
PowerBuilder Developer	\$142	\$147	\$156	\$165	\$174	\$183	\$192
Training Lead	\$146	\$152	\$161	\$170	\$179	\$188	\$197

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*[Signature]*

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EXHIBIT D – SOFTWARE LICENSE AGREEMENT**

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**EXHIBIT D – SOFTWARE LICENSE AGREEMENT - Not Applicable**

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**EXHIBIT D-1 - CUSTOM SOFTWARE AGREEMENT**

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**EXHIBIT D-1 – CUSTOM SOFTWARE AGREEMENT – Not applicable.**

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**EXHIBIT E – ADMINISTRATIVE SERVICES**

**EXHIBIT E – ADMINISTRATIVE SERVICES**

1. Dispute Resolution

- 1.1. Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the Party believing itself aggrieved (the “Invoking Party”) shall call for progressive management involvement in the dispute negotiation by written notice to the other Party. Such notice shall be without prejudice to the Invoking Party’s right to any other remedy permitted under the Contract.
- 1.2. The Parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the Parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Table E-1.			
DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Granite Families Project Manager	Michael McGeehan, DCYF Business Systems Analyst II	Five (5) Business Days
First	New Hampshire Lead Engagement Partner/Director	Aaron LeCain, DCYF Information Technology Manager V	Five (5) Business Days
Second	CCWIS Partner/Director	Marie Noonan, DCYF Chief of Operations	Five (5) Business Days
Third	Human Services Transformation (HST) Partner/Director	David Wieters, DHHS Chief Operating Officer	Ten (10) Business Days

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

2. Access and Cooperation

- 2.1. Subject to the terms of this Agreement and applicable laws, regulations, and policies, the State will provide the Contractor with access to all program files, libraries, personal computer-

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**EXHIBIT E – ADMINISTRATIVE SERVICES**

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based Systems, Software packages, Network Systems, security Systems, and hardware as required to complete the contracted Services.

3. Record Retention

- 3.1. Contractor and its Subcontractors shall maintain all Project records including but not limited to books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. Contractor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.
- 3.2. Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year Term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. Contractor shall include the record retention and Review requirements of this section in any of its subcontracts.

4. Accounting

- 4.1. The Contractor shall maintain an accounting system in accordance with standard accounting procedures and practices consistently applied. The costs applicable to the Contract shall be ascertainable from the accounting system and the Contractor shall maintain records pertaining to the Services and all other costs and expenditures.

5. Audit

- 5.1. The Contractor must allow the State to audit conformance to the contract terms. The State may perform this audit or contract with a third party at its discretion and at the State's expense.

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**EXHIBIT F – TERMS AND DEFINITIONS**

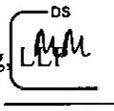
**EXHIBIT F – TERMS AND DEFINITIONS**

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

TERM	DEFINITION
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Agreement	A Contract duly executed and legally binding.
Change Order	A written document, by agreement, that authorizes a change to the contract. It is usually issued by one party to another after the contract is signed. A Change Order specifies the details of the work to be done, such as the scope, the schedule, the cost, and the payment terms
Commercial Off The Shelf Software (COTS)	Software that is purchased from a vendor and is ready for use with little or no change.
Confidential Information or Confidential Data	The definition for this term is located in EXHIBIT G, Attachment 2, EXHIBIT E: <i>DHHS Information Security Requirements</i> .
Contract	An Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contractor Confidential Information	Information the Contractor has clearly identified in writing to the State it claims to be confidential or proprietary.
CCWIS Modules Configuration	CCWIS module changes that can be met using drag and drop Salesforce Declarative features.

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CCWIS Modules Customization	CCWIS module changes that can be met using Salesforce programmatic features.
Data	State records, files, forms, electronic information and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the contract term, that may be defined as “Confidential Data” within EXHIBIT G, Attachment 2, EXHIBIT E: <i>DHHS Information Security Requirements</i> .
Data Breach	The definition for this term is located in the EXHIBIT G, Attachment 2, EXHIBIT E: <i>DHHS Information Security Requirements</i> .
Deficiency (-ies)/Defects	A failure, shortcoming or error in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, code, or other), provided by the Contractor to the State or under the terms of a Contract requirement.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Enhancements	Updates, additions, modifications to, and new releases for the Software or System, and all changes to the Documentation as a result of improvement in quality, value, or extent.
Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosted System	The combination of hardware, software and networking components used by the Application Service Provider to deliver the Hosted Services.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.

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**EXHIBIT F – TERMS AND DEFINITIONS**

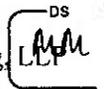
Implementation	The process for making the System fully Operational for processing the Data.
Infrastructure as a Service (IaaS)	The Contractor is responsible for ownership and management of the hardware that support the software, including servers, networking and storage.
Non-Public Information	The definition for this term is located in EXHIBIT G, Attachment 2 – EXHIBIT E: <i>DHHS Information Security Requirements</i> .
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA chapter 21-R:10 and RSA chapter 21-R:11.
Operational	Operational means that the System is ready for use and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued Acceptance.
Personally Identifiable Information	The definition for this term is located in EXHIBIT G, Attachment 2, EXHIBIT E: <i>DHHS Information Security Requirements</i> .
Platform as a Service (PaaS)	The Contractor is responsible for ownership and management of the hardware that support the software, including servers, networking and storage and also provides the operating system and databases.
Security Incident	The definition for this term is located in EXHIBIT G, Attachment 2 – EXHIBIT E: <i>DHHS Information Security Requirements</i>
Software	All Custom, Open Source, IaaS, SaaS and/or COTS Software and/or applications provided by the Contractor under the Contract.
Software Deliverables	All Custom, Open Source, IaaS, SaaS and/or COTS Software and/or applications and Enhancements.
Software License	Licenses provided to the State under this Contract.

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<p>Software-as-a-Service (SaaS)</p>	<p>The capability provided to the State to use the Contractor’s applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, Operating Systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.</p>
<p>Specifications</p>	<p>Written details that set forth the requirements which include, without limitation, the RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.</p>
<p>State Data</p>	<p>All Data created or in any way originating with the State, and all Data that is the output of computer processing of or other electronic manipulation of any Data that was created by or in any way originated with the State, whether such Data or output is stored on the State’s hardware, the Contractor’s hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor that may be defined as “Confidential Data” within EXHIBIT G, Attachment 2, EXHIBIT E: <i>DHHS Information Security Requirements</i>.</p>
<p>State Fiscal Year (SFY)</p>	<p>The New Hampshire State Fiscal Year (SFY) runs from July 1 of the preceding calendar year through June 30 of the applicable calendar year.</p>
<p>Subcontractor</p>	<p>A person, partnership, or company not in the employment of, or owned by, the Contractor which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.</p>

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Support Services	The maintenance and technical support services provided by Contractor to the State during the Term of the Contract.
System	All Software, specified hardware, interfaces and extensions, integrated and functioning together in accordance with the Specifications.
Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.
Verification	Supports the confirmation of authority to enter a computer system application or network.
Warranty	<p>The conditions under, and period during, which the Contractor shall repair, replace, or other compensate for, the defective item without additional cost to the buyer or user. It also delineates the rights and obligations of both parties in case of a claim or dispute. Warranty is further defined in section 9.1.</p> <p>1st Line – Incident Analysis &amp; Resolution</p> <ul style="list-style-type: none"> <li>• Incident resolution – Resolve the incident where possible (excluding changes to the Software) using documentation/known error database etc.</li> <li>• Incident Analysis – rule out User Error by replication, Configuration issue etc.</li> <li>• Determination Analysis – Determine where the issue lies within the software application or configuration.</li> <li>• Configuration Analysis - Resolve Standard configuration incidents within Vendor configurable components.</li> <li>• Escalation - In the event of not being able to replicate/fix an issue attach relevant logs and escalate to 2nd line support.</li> </ul>

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	<p>2nd Line – Incident Analysis</p> <ul style="list-style-type: none"><li>• Priority Determination - Call back State and validate Software incident and resolve the incident if possible; otherwise, agree incident</li></ul> <p>Priority Code with State.</p> <ul style="list-style-type: none"><li>• Logging Activation – Activate the logging to capture Exceptions/ Errors etc.</li><li>• Replication - Replication of embedded issue using all information provided from 1st Level Support in Test Suite.</li><li>• Component Analysis - Establish in which component the error lies and any dependencies.</li><li>• Defect / Wish / Enhancement - Establish if this issue is an Enhancement Request, Defect, Wish, Change or Amendment and report to 3rd Level accordingly.</li></ul> <p>3rd Line – Incident Analysis</p> <ul style="list-style-type: none"><li>• Validation – Validate incident or request further information.</li><li>• Schedule Fix - Schedule Fault resolution based on Priority Code.</li><li>• QA - Test and implement resolution.</li></ul>
Warranty Period	<p>A period of 120 days coverage following UAT completion during which the Contractor is responsible for providing a guarantee for Services delivered as defined in the Contract.</p> <p>If at any time there is a priority A or B application fault as defined below, the coverage time is extended by the time it takes to resolve the application fault.</p> <p>State shall use its best endeavors to resolve all Faults through the application of the Vendor Support Services and the skills that the State has been taught during the support</p>

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**EXHIBIT F – TERMS AND DEFINITIONS**

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	training provided to it by Vendor. State shall ensure that appropriately trained personnel are engaged at all times in providing the Vendor Support Services described above. State has the right to require escalation of the incident for Priority A or B incidents.
Work Order	Serves as a formal request for maintenance, repair, or operational tasks. It encompasses essential information about the maintenance task and provides a clear process for its completion
Work Plan	Documentation that details the activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Attachment 1: <i>IT Requirements Workbook</i> . The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.

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**EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES**

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**EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES**

**1. DHHS ATTACHMENTS**

- 1.1. EXHIBIT G Attachment 1 - IT Requirements Workbook
- 1.2. EXHIBIT G Attachment 2 - DHHS Standard EXHIBITS D:
  - 1.2.1. Certification Regarding Drug-Free Workplace Requirements
  - 1.2.2. Certification Regarding Lobbying
  - 1.2.3. Certification Regarding Debarment, Suspension and Other Responsibility Matters
  - 1.2.4. Certification of Compliance with Federal Requirements
  - 1.2.5. Certification Regarding Environmental Tobacco Smoke
  - 1.2.6. Certification Regarding the Federal Funding Accountability and Transparency Act (FFATA) Compliance
- 1.3. EXHIBIT G Attachment 2 - EXHIBIT E: DHHS Information Security Requirements
- 1.4. EXHIBIT G Attachment 2 - EXHIBIT F: Business Associate Agreement

**2. CONTRACTOR CERTIFICATES**

- 2.1. Contractor's Certificate of Good Standing
- 2.2. Contractor's Certificate of Vote/Authority
- 2.3. Contractor's Certificate of Insurance

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New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

RFP-2021-DCYF-05-GRANI-01 Dolt #2021-047

APPLICATION REQUIREMENTS				
State Requirements			Contractor	
Req #	Requirement Description	Criticality	Contractor Response	Delivery Method
<b>GENERAL SPECIFICATIONS</b>				
A1.1	Ability to access data using open standards access protocol (please specify supported versions in the comments field).	M	Yes	Standard
A1.2	Data is available in commonly used format over which no entity has exclusive control, with the exception of National or International standards. Data is not subject to any copyright, patent, trademark or other trade secret regulation.	M	Yes	Standard
A1.3	Web-based compatible and in conformance with the following W3C standards: HTML5, CSS 2.1, XML 1.1	M	Yes	Standard
<b>APPLICATION SECURITY</b>				
A2.1	Verify the identity or authenticate all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M	Yes	Standard
A2.2	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	M	Yes	Standard
A2.3	Enforce unique user names.	M	Yes	Standard
A2.4	The Contractor Solution should enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide User Account and Password Policy. The Contractor solution must allow for comprehensive auditing, tracking and access logging of the special accounts created for activities such as 'production testing and debugging.	M	Yes	Standard
A2.5	Enforce the use of complex passwords for general users using a mix of capital letters, lower-case letters, numbers, special characters, minimum length of eight characters and prohibit the use of personal information.	M	Yes	Standard
A2.6	Encrypt passwords in transmission and at rest within the database.	M	Yes	Standard
A2.7	Establish ability to expire passwords after a definite period of time in accordance with DoIT's statewide User Account and Password Policy	M	Yes	Standard
A2.8	Provide the ability to limit the number of people that can grant or change authorizations	M	Yes	Standard
A2.9	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes	Standard
A2.10	The application shall not store authentication credentials or sensitive data in its code.	M	Yes	Standard

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Date

New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

RFP-2021-DCYF-05-GRANI-01 Dolt #2021-047

A2.11	<p>Logs must be configured using "fail-safe" configuration. Audit logs must contain the following minimum information:</p> <ol style="list-style-type: none"> <li>1. User IDs (of all users who have access to the system)</li> <li>2. Date and time stamps</li> <li>3. Changes made to system configurations</li> <li>4. Addition of new users</li> <li>5. New users' level of access</li> <li>6. Files accessed (including users)</li> <li>7. Access to systems, applications and data</li> <li>8. Access trail to systems and applications (successful and unsuccessful attempts)</li> <li>9. Security events</li> </ol>	M	Yes	Standard
A2.12	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	M	Yes	Standard
A2.13	All logs must be kept for 10 years.	M	Yes	Standard
A2.14	The application must allow a human user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Yes	Standard
A2.15	Do not use Software and System Services for anything other than they are designed for.	M	Yes	Standard
A2.16	The application Data shall be protected (encrypted) from unauthorized use when at rest	M	Yes	Standard
A2.17	The application shall keep any sensitive Data or communications private from unauthorized individuals and programs.	M	Yes	Standard
A2.18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M	Yes	Standard
A2.19	Utilize change management documentation and procedures	M	Yes	Standard
A2.20	Web Services : The service provider shall use Web services exclusively to interface with the State's data in near real time when possible.	M	Yes	Standard
A2.21	Application must have the capability to search all information including log search and playback.	M	Yes	Standard
A2.22	Application must provide Role-based access control to all system features and data, including specified data elements.	M	Yes	Standard
A2.23	Application must have Multi-Factor Authentication.	M	Yes	Standard
A2.24	Contractor must perform patching and corrections to mitigate security vulnerabilities of a critical nature within three Business Days and those of a major nature within 10 Business Days. The Department will determine the level of criticality in consultation with the system Contractor.	M	Yes	Standard

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Date

New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

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A2.25	Contractor must be compatible with multiple standard browsers in accordance to the State's IT Standards. The solution shall allow access from standard browsers without requiring specialized plug-ins or applets to function. The solution shall allow for a mobile app that is available through standard IOS and Android App Stores.	M	Yes	Standard
A2.26	Contractor must ensure that device firmware and version is up to date and updates are not disruptive to the user experience.	M	Yes	Standard
A2.27	Contractor shall install and update all server patches updates and other utilities within 60 days of release from the manufacturer.	M	Yes	Standard

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New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

RFP-2021-DCYF-05-GRANI-01 Dolt #2021-047

TESTING: State Requirements			Contractor	
Req #	Requirement Description	Criticality	Contractor Response	Delivery Method
<b>APPLICATION SECURITY TESTING</b>				
T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	M	Yes	Standard
T1.2	The Contractor shall be responsible for providing documentation of security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M	Yes	Standard
T1.3	Provide evidence that supports the fact that Identification and Authentication testing has been recently accomplished; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users	M	Yes	Standard
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network	M	Yes	Standard
T1.5	Test for encryption; supports the encoding of data for security purposes, and for the ability to access the data in a decrypted format from required tools.	M	Yes	Standard
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system	M	Yes	Standard
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network	M	Yes	Standard
T1.8	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M	Yes	Standard
T1.9	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network	M	Yes	Standard
T1.10	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system	M	Yes	Standard
T1.11	Test Input Validation; ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.	M	Yes	Standard
T1.12	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. ( At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten ( <a href="http://www.owasp.org/index.php/OWASP_Top_Ten_Project">http://www.owasp.org/index.php/OWASP_Top_Ten_Project</a> ))	M	Yes	Standard

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New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

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T1.13	Provide the State with validation of 3rd party security reviews performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field).	M	Yes	Standard
T1.14	Prior to the System being moved into production, the Contractor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M	Yes	Standard
T1.15	Contractor shall provide documented procedure for migrating application modifications from the User Acceptance Test Environment to the Production Environment.	M	Yes	Standard
<b>STANDARD TESTING 2:</b>				
T2.1	The Contractor must test the software and the system using an industry standard and State approved testing methodology.	M	Yes	Standard
T2.2	The Contractor must perform application stress testing and tuning.	M	Yes	Standard
T2.3	The Contractor must provide documented procedure for how to sync Production with a specific testing environment.	M	Yes	Standard
T2.4	The Contractor must define and test disaster recovery procedures.	M	Yes	Standard

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New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

RFP-2021-DCYF-05-GRANI-01 DoIt #2021-047

HOSTING-CLOUD REQUIREMENTS				
State Requirements			Contractor	
Req #	Requirement Description	Criticality	Contractor Response	Delivery Method
<b>OPERATIONS</b>				
H1.1	Contractor shall provide an ANSI/TIA-942 Tier 3 Data Center or equivalent. A tier 3 data center requires 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3) Concurrently maintainable site infrastructure with expected availability of 99.982%	M	Yes	Standard
H1.2	Contractor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application, log and audit trail requirements and support users with permission based logins.	M	Yes	Standard
H1.3	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M	Yes	Standard
H1.4	Contractor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M	Yes	Standard
H1.5	Contractor shall monitor System, security, and application logs.	M	Yes	Standard
H1.6	Contractor shall manage the sharing of data resources.	M	Yes	Standard
H1.7	Contractor shall manage daily backups, off-site data storage, and restore operations.	M	Yes	Standard
H1.8	The Contractor shall monitor the availability of their application.	M	Yes	Standard
H1.9	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Contractor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	M	Yes	Standard
H1.10	The Contractor shall report any breach in security in conformance with DHHS Information Security Requirements (Exhibit K).	M	Yes	Standard
H1.11	The Contractor will provide a completed Security Audit Report prior to contract execution. The Security Audit Report must include a SOC 2 Report with certification.	M	Yes	Standard
H1.12	The Contractor will provide a completed Security Audit Report with results to the Department each year. The Security Audit Report must include a SOC 2 Report with certification.	M	Yes	Standard
<b>DISASTER RECOVERY</b>				
H2.1	Contractor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	Yes	Standard
H2.2	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	Yes	Standard

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H2.3	Contractor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes	Standard
H2.4	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M	Yes	Standard
H2.5	Scheduled backups of all servers must be completed regularly. The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	No (Provided by State's Salesforce instance)	Standard
H2.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Yes	Standard
H2.7	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Contractor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	M	Yes	Standard
<b>HOSTING SECURITY</b>				
H3.1	The Contractor shall employ security measures ensure that the State's application and data is protected.	M	Yes	Standard
H3.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes	Standard
H3.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection.	M	Yes	Standard
H3.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability.	M	Yes	Standard
H3.5	The Contractor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.	M	Yes	Standard
H3.6	The Contractor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Contractor' hosting infrastructure and/or the application upon request.	M	Yes	Standard
H3.7	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M	Yes	Standard
H3.8	Operating Systems (OS) and Databases (DB) shall be built and hardened in accordance with guidelines set forth by CIS, NIST or NSA	M	Yes	Standard
H3.9	The Contractor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Contractor learns of their occurrence.	M	Yes	Standard
H3.10	The Contractor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	Yes	Standard
<b>SYSTEM SUPPORT AND MAINTENANCE</b>				
H4.1	The Contractor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard

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H4.2	The Contractor shall maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard
H4.3	The Contractor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard
H4.4	All hardware and software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.		Yes	Standard
H4.5	The State shall have unlimited access, via phone or Email, to the Contractor technical support staff between the hours of 7:00am to 5:00pm- Monday through Friday EST;	M	Yes	Standard
H4.6	The Contractor shall conform to the specific deficiency class as described: <ul style="list-style-type: none"> <li>o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service.</li> <li>o Class B Deficiency - Software - Important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service.</li> <li>o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.</li> </ul>	M	Yes	Standard
H4.7	As part of the maintenance agreement, ongoing support issues shall be responded to according to the following: <ul style="list-style-type: none"> <li>a. Class A Deficiencies - The Contractor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request;</li> <li>b. Class B &amp; C Deficiencies -The State shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract;</li> </ul>	M	Yes	Standard
H4.8	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes	Standard
H4.9	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard
H4.10	If The Contractor is unable to meet the uptime requirement, The Contractor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.	M	Yes	Standard
H4.11	The Contractor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard
H4.12	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard

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H4.13	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including operating system patches; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	Yes	Standard
H4.14	The Contractor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard

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SUPPORT & MAINTENANCE REQUIREMENTS				
State Requirements			Contractor	
Req #	Requirement Description	Criticality	Contractor Response	Delivery Method
<b>SUPPORT &amp; MAINTENANCE REQUIREMENTS</b>				
S1.1	The Contractor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard
S1.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard
S1.3	Repair Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard
S1.4	The State shall have unlimited access, via phone or Email, to the Contractor technical support staff between the hours of 7:00am to 5:00pm- Monday through Friday EST;	M	Yes	Standard
S1.5	The Contractor response time for support shall conform to the specific deficiency class as described below or as agreed to by the parties: o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M	Yes	Standard
S1.6	The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M	Yes	Standard
S1.7	For all maintenance Services calls, The Contractor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;	P	Yes	Standard
S1.8	The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following Information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	P	Yes	Standard

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S1.9	As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following or as agreed to by the parties:  a. Class A Deficiencies - The Contractor shall have available to the State on-call telephone assistance; with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request;  b. Class B & C Deficiencies - The State shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; or as agreed between the parties	M	Yes	Standard
S1.10	The Contractor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard
S1.11	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard
S1.12	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: All change requests implemented; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	Yes	Standard
S1.13	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance:	M	Yes	Standard
S1.14	The Contractor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	M	Yes	Standard
S1.15	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard
S1.16	The Contractor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard
S1.17	All hardware and software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	M	Yes	Standard
S1.18	The Contractor shall provide the State with a personal secure FTP site to be used by the State for uploading and downloading files if applicable.	M	Yes	Standard

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ACTIVITY / DELIVERABLES / MILESTONES PRICING WORKSHEET	Column1	Column2	Column3	Column4
	ACTIVITY, DELIVERABLE, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE	PRICE
<b>PLANNING AND PROJECT MANAGEMENT</b>				
1	Conduct Project Kickoff Meeting	Non-Software	Project Start Date	\$20,490.00
2	Work Plan	Written	After 11 Working days from Project Start date	\$145,880.00
3	** Project Status Reports	Written	At the end of each Sprint	\$2,889,090.00
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	After 15 Working days from Project Start date	\$81,960.00
5	Information Security Plan	Written	After 17 working days from Project Start date	\$102,450.00
6	Communications and Change Management Plan	Written	After 62 working days from Project Start date	\$61,470.00
7	Software Configuration Plan	Written	After 36 working days from Project Start date	\$81,960.00
8	Systems Interface Plan and Design/Capability	Written	After 66 working days from Project Start date	\$81,960.00
9	System Security Plan	Written	After 32 working days from Project Start date	\$81,960.00
10	Testing Plan	Written	After 56 working days from Project Start date	\$163,920.00
11	Data Conversion Plan and Design	Written	After 62 working days from Project Start date	\$245,880.00
12	Deployment Plan	Written	After 29 working days from Project Start date	\$81,960.00
13	Disaster Recovery Plan	Written	After 31 working days from Project Start date	\$81,960.00
14	Comprehensive Training Plan and Curriculum	Written	After 66 working days from Project Start date	\$245,880.00
15	End User Support Plan	Written	After 67 working days from Project Start date	\$81,960.00
16	Business Continuity Plan	Written	After 36 working days from Project Start date	\$81,960.00
17	Documentation of Operational Procedures	Written	After 51 working days from Project Start date	\$81,960.00
<b>INSTALLATION</b>				
18	Provide Software Licenses if needed	Written	After 29 working days from Project Start date	\$40,980.00
19	Provide Fully Tested Data Conversion	Software	After 192 working days from Project Start date	\$409,800.00
20	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	After 227 working days from Project Start date	\$573,720.00
<b>TESTING</b>				
21	Conduct Integration Testing	Non-Software	After 173 working days from Project Start date	\$409,800.00
22	Conduct User Acceptance Testing	Non-Software	After 218 working days from Project Start date	\$245,880.00
23	Perform Production Tests	Non-Software	After 222 working days from Project Start date	\$163,920.00
24	Test In-Bound and Out-Bound Interfaces	Software	After 173 working days from Project Start date	\$245,880.00
25	Conduct System Performance (Load/Stress) Testing	Non-Software	After 188 working days from Project Start date	\$163,920.00

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26	Certification of 3rd Party Pen Testing and Vulnerability Scanning.	Non-Software	After 188 working days from Project Start date	\$163,920.00	
27	Security Risk Assessment Report	Written	After 80 working days from Project Start date	\$81,960.00	
28	Security Authorization Package	Written	After 80 working days from Project Start date	\$81,960.00	
<b>SYSTEM DEPLOYMENT</b>					
29	Converted Data Loaded into Production Environment	Software	After 222 working days from Project Start date	\$163,920.00	
30	Provide Tools for Backup and Recovery of all Applications and Data	Software	After 222 working days from Project Start date	\$81,960.00	
31	Conduct Training	Non-Software	After 222 working days from Project Start date	\$163,920.00	
32	Cutover to New Software	Non-Software	After 227 working days from Project Start date	\$245,880.00	
33	Provide Documentation	Written	After 227 working days from Project Start date	\$81,960.00	
34	Execute System Security Plan	Non-Software	After 227 working days from Project Start date	\$81,960.00	
<b>POST-DEPLOYMENT OPERATIONS</b>					
35	Conduct Knowledge Transfer	Non-Software	After 266 working days from Project Start date	\$80,966.00	
				<b>Total</b>	<b>\$8,195,006</b>
<b>CCWIS MODULES MAINTENANCE AND OPERATIONS</b>					
36	** Monthly Status Reports - Year 1	Written	Month 11 from Project Start date through Month 22	79166.67 Per Month	
37	** Monthly Status Reports - Year 2	Written	Month 23 from Project Start date through Month 34	79166.67 Per Month	
38	** Monthly Status Reports - Year 3	Written	Month 35 from Project Start date through Month 46	62,500.00 Per Month	
39	** Monthly Status Reports - Year 4	Written	Month 47 from Project Start date through Month 58	41,500.00 Per Month	
40	** Monthly Status Reports - Year 5	Written	Month 59 from Project Start date through Month 70	41,500.00 Per Month	
				<b>Total</b>	<b>\$1,646,000.00</b>
<i>** The Monthly Status Report will be submitted from Month 8, in total 60 deliverables will be submitted</i>					
<b>DHHS CCWIS Salesforce Organization Activities / Deliverables</b>					
1	Technical Architecture Procurement Plan	Written	After 30 working days from Project Start date	\$50,000.00	
2	Security Plan	Written	After 35 working days from Project Start date	\$55,000.00	
3	Capacity Plan	Written	After 39 working days from Project Start date	\$25,000.00	
4	Configuration Management (CM) Plan	Written	After 40 working days from Project Start date	\$30,000.00	
5	Technical Environments	Software	After 45 working days from Project Start date	\$25,000.00	

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6	Incident Response Management Plan	Written	After 55 working days from Project Start date	\$25,000.00
				Total \$210,000.00
<b>DHHS CCWIS Salesforce Organization Maintenance and Operations</b>				
1	** Monthly Status Reports - Year 1	Written	Month 4 from Project Start date through Month 12	\$ 25,076.00 Per Month
2	** Monthly Status Reports - Year 2	Written	Month 13 from Project Start date through Month 24	\$ 25,482.98 Per Month
3	** Monthly Status Reports - Year 3	Written	Month 25 from Project Start date through Month 36	\$ 26,505.14 Per Month
4	** Monthly Status Reports - Year 4	Written	Month 37 from Project Start date through Month 48	\$ 27,591.15 Per Month
5	** Monthly Status Reports - Year 5	Written	Month 49 from Project Start date through Month 60	\$ 28,742.82 Per Month
				Total \$1,525,949.00
** The Monthly Status Report will be submitted from Month 4, in total 57 deliverables will be submitted				

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**NH Work Plan**

Task Name	Duration	Start	Finish	Resource Names
New Hampshire CCWIS	1464 days	Wed 4/9/25	Mon 11/18/30	
1 Project Management	1461 days	Mon 4/14/25	Mon 11/18/30	
1.1 Project Planning	68 days	Mon 4/14/25	Wed 7/16/25	
1.1.1 Develop processes and procedures for development of the Project Plan	63 days	Mon 4/14/25	Wed 7/9/25	
Deliverable 1 - Conduct Kickoff Meeting	1 day	Mon 4/14/25	Mon 4/14/25	Contractor,State
Project Kickoff	1 day	Mon 4/14/25	Mon 4/14/25	Contractor,State
Deliverable 6 - Communications and Change Management Plan	6 days	Wed 7/2/25	Wed 7/9/25	
Prepare and Submit DED	1 day	Wed 7/2/25	Wed 7/2/25	Contractor
Prepare and Submit Deliverable	5 days	Thu 7/3/25	Wed 7/9/25	Contractor
Deliverable 17 - Documentation of Operational Procedures	6 days	Tue 6/17/25	Tue 6/24/25	
Prepare and Submit DED	1 day	Tue 6/17/25	Tue 6/17/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 6/18/25	Tue 6/24/25	Contractor
1.1.2 Create the Project Plan content	5 days	Wed 4/23/25	Tue 4/29/25	
Deliverable 2 - Work Plan	5 days	Wed 4/23/25	Tue 4/29/25	
Prepare and Submit DED	1 day	Wed 4/23/25	Wed 4/23/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 4/23/25	Tue 4/29/25	Contractor
1.1.3 Provide tools to facilitate the planning, execution, and control of the project	5 days	Tue 4/15/25	Mon 4/21/25	State
Deliverable 15 - End User Support Plan	36 days	Wed 5/28/25	Wed 7/16/25	
Prepare and Submit DED	1 day	Wed 7/9/25	Wed 7/9/25	Contractor
Prepare and Submit Deliverable	5 days	Thu 7/10/25	Wed 7/16/25	Contractor
Deliverable 16 - Business Continuity Plan	5 days	Wed 5/28/25	Tue 6/3/25	
Prepare and Submit DED	1 day	Wed 5/28/25	Wed 5/28/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 5/28/25	Tue 6/3/25	Contractor
1.2 Issue Management	1461 days	Mon 4/14/25	Mon 11/18/30	Contractor,State
1.3 Risk Management	1461 days	Mon 4/14/25	Mon 11/18/30	Contractor,State
1.4 Resource Tracking & Reporting	1450 days	Tue 4/15/25	Mon 11/4/30	
1.4.1 Manage staff and subcontractors	1450 days	Tue 4/15/25	Mon 11/4/30	Contractor
1.5 Invoice Management	1450 days	Tue 4/15/25	Mon 11/4/30	
1.5.1 Submit Invoices	1450 days	Tue 4/15/25	Mon 11/4/30	Contractor
1.6 Status Reporting	1451 days	Mon 4/14/25	Mon 11/4/30	
1.6.1 Participate in project status meetings	1450 days	Tue 4/15/25	Mon 11/4/30	Contractor,State
1.6.2 Provide status reports for all Contractor activities, tasks, and deliverables	10 days	Mon 4/14/25	Mon 4/28/25	
Deliverable 3 - Prepare and Submit Project Status Report Template	5 days	Mon 4/14/25	Fri 4/18/25	Contractor
Project Management Deliverables Completion	0 days	Mon 4/28/25	Mon 4/28/25	Contractor
2 Technical Planning and Support	81 days	Mon 4/14/25	Mon 8/4/25	
2.1 Define and Procure Application Infrastructure	81 days	Mon 4/14/25	Mon 8/4/25	
2.1.1 Technical Architecture Procurement Plan	16 days	Mon 4/14/25	Mon 5/5/25	
2.1.1.1 Develop Technical Architecture Procurement Plan	16 days	Mon 4/14/25	Mon 5/5/25	
Procure all Granite Families hardware and software	10 days	Mon 4/14/25	Fri 4/25/25	State
Deliverable 4 - Infrastructure Plan, Including Desktop and Network Configuration Requirements	12 days	Fri 4/18/25	Mon 5/5/25	
Prepare and Submit DED	2 days	Fri 4/18/25	Mon 4/21/25	Contractor
Prepare and Submit Deliverable	10 days	Tue 4/22/25	Mon 5/5/25	Contractor
2.1.2 Information Security Plan	75 days	Tue 4/22/25	Mon 8/4/25	
2.1.2.1 Develop Information Security Plan	75 days	Tue 4/22/25	Mon 8/4/25	
Deliverable 5 - Information Security Plan	12 days	Tue 4/22/25	Wed 5/7/25	
Prepare and Submit DED	2 days	Tue 4/22/25	Wed 4/23/25	Contractor
Prepare and Submit Deliverable	10 days	Thu 4/24/25	Wed 5/7/25	Contractor
Deliverable 9 - System Security Plan	12 days	Tue 5/13/25	Wed 5/28/25	
Prepare and Submit DED	2 days	Tue 5/13/25	Wed 5/14/25	Contractor
Prepare and Submit Deliverable	10 days	Thu 5/15/25	Wed 5/28/25	Contractor
Deliverable 27 - Security Risk Assessment Report	12 days	Fri 7/18/25	Mon 8/4/25	
Prepare and Submit DED	2 days	Fri 7/18/25	Mon 7/21/25	Contractor
Prepare and Submit Deliverable	10 days	Tue 7/22/25	Mon 8/4/25	Contractor

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<b>Deliverable 28 - Security Authorization Package</b>	<b>12 days</b>	<b>Fri 7/18/25</b>	<b>Mon 8/4/25</b>	
Prepare and Submit DED	2 days	Fri 7/18/25	Mon 7/21/25	Contractor
Prepare and Submit Deliverable	10 days	Tue 7/22/25	Mon 8/4/25	Contractor
<b>2.2 Install, Configure, and Maintain Technical Environments</b>	<b>66 days</b>	<b>Tue 4/15/25</b>	<b>Tue 7/15/25</b>	
<b>2.2.1 Capacity Plan</b>	<b>15 days</b>	<b>Tue 4/15/25</b>	<b>Mon 5/5/25</b>	
2.2.1.1 Setup meetings to get input for capacity planning	5 days	Tue 4/15/25	Mon 4/21/25	Contractor,Dolt,State
2.2.1.2 Develop Capacity Plans	10 days	Tue 4/22/25	Mon 5/5/25	Contractor,Dolt,State
<b>2.2.2 Configuration Management (CM) Plan</b>	<b>21 days</b>	<b>Tue 5/6/25</b>	<b>Tue 6/3/25</b>	
<b>2.2.2.1 Develop Configuration Management Plan</b>	<b>11 days</b>	<b>Tue 5/20/25</b>	<b>Tue 6/3/25</b>	
<b>Deliverable 7 - Software Configuration Plan</b>	<b>11 days</b>	<b>Tue 5/20/25</b>	<b>Tue 6/3/25</b>	
Prepare and Submit DED	2 days	Tue 5/20/25	Wed 5/21/25	Contractor,Dolt,State
Prepare and Submit Deliverable	9 days	Thu 5/22/25	Tue 6/3/25	Contractor,Dolt,State
2.2.2.2 Develop policies to monitor/enforce adherence to Configuration Management Plan	9 days	Tue 5/6/25	Fri 5/16/25	Contractor,Dolt,State
<b>2.2.3 Technical Environments</b>	<b>47 days</b>	<b>Mon 5/12/25</b>	<b>Tue 7/15/25</b>	
<b>2.2.3.1 Setup/install/configure/maintain hardware and software for identified environments</b>	<b>47 days</b>	<b>Mon 5/12/25</b>	<b>Tue 7/15/25</b>	
<b>Deliverable 8 - Prepare and Submit Systems Interface Plan and Design/Capability</b>	<b>11 days</b>	<b>Tue 7/1/25</b>	<b>Tue 7/15/25</b>	
Prepare and Submit DED	2 days	Tue 7/1/25	Wed 7/2/25	Contractor
Prepare and Submit Deliverable	9 days	Thu 7/3/25	Tue 7/15/25	Contractor
<b>Deliverable 12 - Prepare and Submit Deployment Plan</b>	<b>10 days</b>	<b>Mon 5/12/25</b>	<b>Fri 5/23/25</b>	
Prepare and Submit DED	2 days	Mon 5/12/25	Tue 5/13/25	Contractor
Prepare and Submit Deliverable	9 days	Tue 5/13/25	Fri 5/23/25	Contractor
<b>Deliverable 14 - Prepare and Submit Comprehensive Training Plan and Curriculum</b>	<b>6 days</b>	<b>Tue 7/8/25</b>	<b>Tue 7/15/25</b>	
Prepare and Submit DED	1 day	Tue 7/8/25	Tue 7/8/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 7/9/25	Tue 7/15/25	Contractor
<b>Deliverable 18 - Prepare and Submit Software Licenses</b>	<b>6 days</b>	<b>Fri 5/16/25</b>	<b>Fri 5/23/25</b>	
Prepare and Submit DED	1 day	Fri 5/16/25	Fri 5/16/25	
Deliverable 18 - Provide Software Licenses if needed	5 days	Mon 5/19/25	Fri 5/23/25	Contractor
<b>2.2.4 IT Issue and Incident Response Management Plan</b>	<b>5 days</b>	<b>Wed 5/21/25</b>	<b>Tue 5/27/25</b>	
<b>2.2.4.1 Develop Incident Response Framework</b>	<b>5 days</b>	<b>Wed 5/21/25</b>	<b>Tue 5/27/25</b>	
<b>Deliverable 13 - Prepare and Submit Disaster Recovery Plan</b>	<b>5 days</b>	<b>Wed 5/21/25</b>	<b>Tue 5/27/25</b>	
Prepare and Submit DED	1 day	Wed 5/21/25	Wed 5/21/25	Contractor
Prepare and Submit Deliverable	4 days	Thu 5/22/25	Tue 5/27/25	Contractor
<b>3 Requirements Definition and Design</b>	<b>1450 days</b>	<b>Tue 4/15/25</b>	<b>Mon 11/4/30</b>	
<b>3.1 Perform Requirements and Design Definition (Discovery)</b>	<b>52 days</b>	<b>Tue 4/15/25</b>	<b>Wed 6/25/25</b>	
3.1.1 Setup meetings with Subject Matter experts	4 days	Tue 4/15/25	Fri 4/18/25	Contractor,State
<b>3.1.2 Develop User Stories</b>	<b>48 days</b>	<b>Mon 4/21/25</b>	<b>Wed 6/25/25</b>	
<b>Release 1</b>	<b>19 days</b>	<b>Mon 4/21/25</b>	<b>Thu 5/15/25</b>	
Start Discovery, Requirements and Design	0 days	Mon 4/21/25	Mon 4/21/25	
Sprint 1 User Stories	3 days	Mon 4/21/25	Wed 4/23/25	Contractor,State
Sprint 2 User Stories	3 days	Thu 4/24/25	Mon 4/28/25	Contractor,State
Sprint 3 User Stories	3 days	Tue 4/29/25	Thu 5/1/25	Contractor,State
Sprint 4 User Stories	3 days	Fri 5/2/25	Tue 5/6/25	Contractor,State
Sprint 5 User Stories	3 days	Wed 5/7/25	Fri 5/9/25	Contractor,State
Sprint 6 User Stories	4 days	Mon 5/12/25	Thu 5/15/25	Contractor,State
Complete Discovery, Requirements and Design	0 days	Thu 5/15/25	Thu 5/15/25	
<b>Release 2</b>	<b>29 days</b>	<b>Fri 5/16/25</b>	<b>Wed 6/25/25</b>	
Start Discovery, Requirements and Design	0 days	Mon 5/19/25	Mon 5/19/25	
Sprint 1 User Stories	3 days	Fri 5/16/25	Tue 5/20/25	Contractor,State
Sprint 2 User Stories	3 days	Wed 5/21/25	Fri 5/23/25	Contractor,State
Sprint 3 User Stories	3 days	Mon 5/26/25	Wed 5/28/25	Contractor,State

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Sprint 4 User Stories	4 days	Thu 5/29/25	Tue 6/3/25	Contractor,State
Sprint 5 User Stories	4 days	Wed 6/4/25	Mon 6/9/25	Contractor,State
Sprint 6 User Stories	4 days	Tue 6/10/25	Fri 6/13/25	Contractor,State
Sprint 7 User Stories	4 days	Mon 6/16/25	Thu 6/19/25	Contractor,State
Sprint 8 User Stories	4 days	Fri 6/20/25	Wed 6/25/25	Contractor,State
Complete Discovery, Requirements and Design	0 days	Wed 6/25/25	Wed 6/25/25	
<b>3.2 Define "As-Is" Workflow</b>	<b>41 days</b>	<b>Tue 4/15/25</b>	<b>Tue 6/10/25</b>	
Release 1	15 days	Tue 4/15/25	Mon 5/5/25	
3.1.3 Create and maintain the logical and physical data model	10 days	Tue 4/15/25	Mon 4/28/25	Contractor
3.1.4 Provide change control documentation for new functions	10 days	Tue 4/15/25	Mon 4/28/25	Contractor
3.2.1 Setup meetings with Subject Matter experts	10 days	Tue 4/15/25	Mon 4/28/25	Contractor,State
3.2.2 Develop High level workflows	5 days	Tue 4/29/25	Mon 5/5/25	Contractor,State
Release 2	20 days	Wed 5/14/25	Tue 6/10/25	
3.1.3 Create and maintain the logical and physical data model	15 days	Wed 5/14/25	Tue 6/3/25	Contractor
3.1.4 Provide change control documentation for new functions	15 days	Wed 5/14/25	Tue 6/3/25	Contractor
3.2.1 Setup meetings with Subject Matter experts	5 days	Wed 5/14/25	Tue 5/20/25	Contractor,State
3.2.2 Develop High level workflows	15 days	Wed 5/21/25	Tue 6/10/25	Contractor,State
<b>3.3 Define "To-Be" Workflow</b>	<b>192 days</b>	<b>Tue 4/15/25</b>	<b>Wed 1/7/26</b>	
Release 1	8 days	Tue 5/6/25	Thu 5/15/25	
3.3.1 Develop High level workflows	8 days	Tue 5/6/25	Thu 5/15/25	Contractor,State
Release 2	17 days	Thu 6/5/25	Fri 6/27/25	
3.3.1 Develop High level workflows	17 days	Thu 6/5/25	Fri 6/27/25	Contractor,State
3.3.2 Technical Architecture	30 days	Wed 4/16/25	Tue 5/27/25	
3.3.2.1 Create & Maintain Technical Architecture	30 days	Wed 4/16/25	Tue 5/27/25	Contractor
<b>3.3.3 Conversion Strategy</b>	<b>141 days</b>	<b>Wed 6/25/25</b>	<b>Wed 1/7/26</b>	
3.3.3.1 Develop conversion plan to convert the existing data based on the agreed upon requirements	141 days	Wed 6/25/25	Wed 1/7/26	
<b>Deliverable 11 - Prepare and Submit Data Conversion Plan and Design</b>	<b>11 days</b>	<b>Wed 6/25/25</b>	<b>Wed 7/9/25</b>	
Prepare and Submit DED	2 days	Wed 6/25/25	Thu 6/26/25	Contractor
Prepare and Submit Deliverable	9 days	Fri 6/27/25	Wed 7/9/25	Contractor
<b>Deliverable 19 - Provide Fully Tested Conversion Software</b>	<b>56 days</b>	<b>Wed 10/22/25</b>	<b>Wed 1/7/26</b>	
Release 1	11 days	Wed 10/22/25	Wed 11/5/25	
Prepare and Submit DED	2 days	Wed 10/22/25	Thu 10/23/25	Contractor
Prepare and Submit Deliverable	9 days	Fri 10/24/25	Wed 11/5/25	Contractor
Release 2	5 days	Thu 1/1/26	Wed 1/7/26	
Prepare and Submit Deliverable	5 days	Thu 1/1/26	Wed 1/7/26	
<b>3.3.4 Gap Analysis and Solution Design</b>	<b>15 days</b>	<b>Tue 4/15/25</b>	<b>Mon 5/5/25</b>	
3.3.4.1 Document Gap Analysis and propose workflow solutions	15 days	Tue 4/15/25	Mon 5/5/25	Contractor
<b>3.4 Perform Requirements and Design Definition</b>	<b>1450 days</b>	<b>Tue 4/15/25</b>	<b>Mon 11/4/30</b>	
3.4.1 Schedule and facilitate Agile sessions	23 days	Tue 4/15/25	Thu 5/15/25	Contractor
3.4.2 Create/maintain project documentation and the RACI chart	1450 days	Tue 4/15/25	Mon 11/4/30	Contractor
3.4.3 Complete Technical Specification document	20 days	Tue 4/15/25	Mon 5/12/25	Contractor
3.4.4 Change Control Document	10 days	Tue 4/15/25	Mon 4/28/25	Contractor
<b>4 Application Development</b>	<b>150 days</b>	<b>Fri 5/16/25</b>	<b>Thu 12/11/25</b>	
<b>4.1 Build and Unit Test System</b>	<b>150 days</b>	<b>Fri 5/16/25</b>	<b>Thu 12/11/25</b>	
Release 1	90 days	Fri 5/16/25	Thu 9/18/25	
Begin Development Sprints	0 days	Fri 5/16/25	Fri 5/16/25	
Sprint 1	15 days	Fri 5/16/25	Thu 6/5/25	
Development	15 days	Fri 5/16/25	Thu 6/5/25	Contractor
Unit Testing	15 days	Fri 5/16/25	Thu 6/5/25	Contractor
Integration Testing	15 days	Fri 5/16/25	Thu 6/5/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 5/16/25	Thu 6/5/25	Contractor

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Apply Database Change Requests	15 days	Fri 5/16/25	Thu 6/5/25	Contractor
<b>Sprint 2</b>	<b>15 days</b>	<b>Fri 6/6/25</b>	<b>Thu 6/26/25</b>	
Development	15 days	Fri 6/6/25	Thu 6/26/25	Contractor
Unit Testing	15 days	Fri 6/6/25	Thu 6/26/25	Contractor
Integration Testing	15 days	Fri 6/6/25	Thu 6/26/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 6/6/25	Thu 6/26/25	Contractor
Apply Database Change Requests	15 days	Fri 6/6/25	Thu 6/26/25	Contractor
<b>Sprint 3</b>	<b>15 days</b>	<b>Fri 6/27/25</b>	<b>Thu 7/17/25</b>	
Development	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Unit Testing	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Integration Testing	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Apply Database Change Requests	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
<b>Sprint 4</b>	<b>15 days</b>	<b>Fri 7/18/25</b>	<b>Thu 8/7/25</b>	
Development	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Unit Testing	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Integration Testing	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Apply Database Change Requests	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
<b>Sprint 5</b>	<b>15 days</b>	<b>Fri 8/8/25</b>	<b>Thu 8/28/25</b>	
Development	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Unit Testing	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Integration Testing	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Apply Database Change Requests	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
<b>Sprint 6</b>	<b>15 days</b>	<b>Fri 8/29/25</b>	<b>Thu 9/18/25</b>	
Development	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
Unit Testing	14 days	Fri 8/29/25	Wed 9/17/25	Contractor
Integration Testing	14 days	Fri 8/29/25	Wed 9/17/25	Contractor
Initiate/Submit Database Change Requests	14 days	Fri 8/29/25	Wed 9/17/25	Contractor
Apply Database Change Requests	14 days	Fri 8/29/25	Wed 9/17/25	Contractor
Complete Hardening and Regression	0 days	Thu 9/18/25	Thu 9/18/25	
Complete Development Sprints	0 days	Thu 9/18/25	Thu 9/18/25	
<b>Release 2</b>	<b>120 days</b>	<b>Fri 6/27/25</b>	<b>Thu 12/11/25</b>	
Begin Development Sprints	0 days	Fri 6/27/25	Fri 6/27/25	
<b>Sprint 1</b>	<b>15 days</b>	<b>Fri 6/27/25</b>	<b>Thu 7/17/25</b>	
Development	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Unit Testing	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Integration Testing	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
Apply Database Change Requests	15 days	Fri 6/27/25	Thu 7/17/25	Contractor
<b>Sprint 2</b>	<b>15 days</b>	<b>Fri 7/18/25</b>	<b>Thu 8/7/25</b>	
Development	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Unit Testing	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Integration Testing	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
Apply Database Change Requests	15 days	Fri 7/18/25	Thu 8/7/25	Contractor
<b>Sprint 3</b>	<b>15 days</b>	<b>Fri 8/8/25</b>	<b>Thu 8/28/25</b>	
Development	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Unit Testing	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Integration Testing	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
Apply Database Change Requests	15 days	Fri 8/8/25	Thu 8/28/25	Contractor
<b>Sprint 4</b>	<b>15 days</b>	<b>Fri 8/29/25</b>	<b>Thu 9/18/25</b>	
Development	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
Unit Testing	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
Integration Testing	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
Apply Database Change Requests	15 days	Fri 8/29/25	Thu 9/18/25	Contractor
<b>Sprint 5</b>	<b>15 days</b>	<b>Fri 9/19/25</b>	<b>Thu 10/9/25</b>	
Development	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Unit Testing	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Integration Testing	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Apply Database Change Requests	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
<b>Sprint 6</b>	<b>15 days</b>	<b>Fri 10/10/25</b>	<b>Thu 10/30/25</b>	
Development	15 days	Fri 10/10/25	Thu 10/30/25	Contractor
Unit Testing	15 days	Fri 10/10/25	Thu 10/30/25	Contractor

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Integration Testing	15 days	Fri 10/10/25	Thu 10/30/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 10/10/25	Thu 10/30/25	Contractor
Apply Database Change Requests	15 days	Fri 10/10/25	Thu 10/30/25	Contractor
<b>Sprint 7</b>	<b>15 days</b>	<b>Fri 10/31/25</b>	<b>Thu 11/20/25</b>	
Development	15 days	Fri 10/31/25	Thu 11/20/25	Contractor
Unit Testing	15 days	Fri 10/31/25	Thu 11/20/25	Contractor
Integration Testing	15 days	Fri 10/31/25	Thu 11/20/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 10/31/25	Thu 11/20/25	Contractor
Apply Database Change Requests	15 days	Fri 10/31/25	Thu 11/20/25	Contractor
<b>Sprint 8</b>	<b>15 days</b>	<b>Fri 11/21/25</b>	<b>Thu 12/11/25</b>	
Development	15 days	Fri 11/21/25	Thu 12/11/25	Contractor
Unit Testing	15 days	Fri 11/21/25	Thu 12/11/25	Contractor
Integration Testing	15 days	Fri 11/21/25	Thu 12/11/25	Contractor
Initiate/Submit Database Change Requests	15 days	Fri 11/21/25	Thu 12/11/25	Contractor
Apply Database Change Requests	15 days	Fri 11/21/25	Thu 12/11/25	Contractor
Complete Hardening and Regression	0 days	Thu 12/11/25	Thu 12/11/25	
Complete Development Sprints	0 days	Thu 12/11/25	Thu 12/11/25	
<b>4.1.1.6 Complete configuration and build management</b>	<b>150 days</b>	<b>Fri 5/16/25</b>	<b>Thu 12/11/25</b>	
Release 1	90 days	Fri 5/16/25	Thu 9/18/25	Contractor
Release 2	120 days	Fri 6/27/25	Thu 12/11/25	Contractor
<b>5 Testing</b>	<b>195 days</b>	<b>Thu 5/15/25</b>	<b>Thu 2/12/26</b>	
<b>5.1 Develop Test Plan</b>	<b>166 days</b>	<b>Thu 5/15/25</b>	<b>Thu 1/1/26</b>	
<b>5.1.1 Develop comprehensive test scenario script for each user story</b>	<b>166 days</b>	<b>Thu 5/15/25</b>	<b>Thu 1/1/26</b>	
<b>Deliverable 10 - Prepare and Submit Testing Plan</b>	<b>34 days</b>	<b>Thu 5/15/25</b>	<b>Tue 7/1/25</b>	
Release 1	19 days	Thu 5/15/25	Tue 6/10/25	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 6/4/25	Tue 6/10/25	Contractor
Release 2	5 days	Wed 6/25/25	Tue 7/1/25	
Prepare and Submit DED	1 day	Wed 6/25/25	Wed 6/25/25	Contractor
Prepare and Submit Deliverable	5 days	Wed 6/25/25	Tue 7/1/25	Contractor
<b>Deliverable 21 - Conduct Integration Testing</b>	<b>151 days</b>	<b>Thu 5/15/25</b>	<b>Thu 12/11/25</b>	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	Contractor
Prepare and Submit Deliverable	150 days	Fri 5/16/25	Thu 12/11/25	
Release 1	90 days	Fri 5/16/25	Thu 9/18/25	Contractor
Release 2	120 days	Fri 6/27/25	Thu 12/11/25	Contractor
<b>Deliverable 24 - Testing Inbound and Outbound Interfaces</b>	<b>151 days</b>	<b>Thu 5/15/25</b>	<b>Thu 12/11/25</b>	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	Contractor
Prepare and Submit Deliverable	150 days	Fri 5/16/25	Thu 12/11/25	
Release 1	90 days	Fri 5/16/25	Thu 9/18/25	Contractor
Release 2	120 days	Fri 6/27/25	Thu 12/11/25	Contractor
<b>Deliverable 25 - Conduct System Performance (Load/Stress) Testing</b>	<b>166 days</b>	<b>Thu 5/15/25</b>	<b>Thu 1/1/26</b>	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	Contractor
Prepare and Submit Deliverable	75 days	Fri 9/19/25	Thu 1/1/26	
Release 1	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Release 2	15 days	Fri 12/12/25	Thu 1/1/26	Contractor
<b>Deliverable 26 - Certification of 3rd Party Pen Testing and Application Vulnerability Scanning</b>	<b>166 days</b>	<b>Thu 5/15/25</b>	<b>Thu 1/1/26</b>	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	Contractor
Prepare and Submit Deliverable	75 days	Fri 9/19/25	Thu 1/1/26	
Release 1	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Release 2	15 days	Fri 12/12/25	Thu 1/1/26	Contractor
<b>5.4 User Acceptance Testing</b>	<b>104 days</b>	<b>Fri 9/19/25</b>	<b>Thu 2/12/26</b>	
<b>5.4.1.1 Support user acceptance testing</b>	<b>104 days</b>	<b>Fri 9/19/25</b>	<b>Thu 2/12/26</b>	
<b>Deliverable 22 - Conduct User Acceptance Testing</b>	<b>104 days</b>	<b>Fri 9/19/25</b>	<b>Thu 2/12/26</b>	
Release 1	30 days	Fri 9/19/25	Thu 10/30/25	
Begin User Acceptance Testing	0 days	Fri 9/19/25	Fri 9/19/25	
UAT Sprint 1	15 days	Fri 9/19/25	Thu 10/9/25	
Complete User Acceptance Testing	15 days	Fri 9/19/25	Thu 10/9/25	State
Document Test Results	15 days	Fri 9/19/25	Thu 10/9/25	State
Defect Remediation	15 days	Fri 9/19/25	Thu 10/9/25	Contractor
Review and Approve Test Results	15 days	Fri 9/19/25	Thu 10/9/25	State
Business Owner Sign-off	0 days	Thu 10/9/25	Thu 10/9/25	State

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UAT Sprint 2	15 days	Fri 10/10/25	Thu 10/30/25	
Complete User Acceptance Testing	15 days	Fri 10/10/25	Thu 10/30/25	State
Document Test Results	15 days	Fri 10/10/25	Thu 10/30/25	State
Defect Remediation	15 days	Fri 10/10/25	Thu 10/30/25	Contractor
Review and Approve Test Results	15 days	Fri 10/10/25	Thu 10/30/25	State
Business Owner Sign-off to Approve Vendor	0 days	Thu 10/30/25	Thu 10/30/25	State
Invoicing				
Complete User Acceptance Testing and Submit Deliverable	0 days	Thu 10/30/25	Thu 10/30/25	
Release 2	45 days	Thu 12/11/25	Thu 2/12/26	
Begin User Acceptance Testing	0 days	Thu 12/11/25	Thu 12/11/25	
UAT Sprint 1	15 days	Thu 12/11/25	Wed 12/31/25	
Complete User Acceptance Testing	15 days	Thu 12/11/25	Wed 12/31/25	State
Document Test Results	15 days	Thu 12/11/25	Wed 12/31/25	State
Defect Remediation	15 days	Thu 12/11/25	Wed 12/31/25	Contractor
Review and Approve Test Results	15 days	Thu 12/11/25	Wed 12/31/25	State
Business Owner Sign-off	0 days	Wed 12/31/25	Wed 12/31/25	State
UAT Sprint 2	15 days	Thu 1/1/26	Wed 1/21/26	
Complete User Acceptance Testing	15 days	Thu 1/1/26	Wed 1/21/26	State
Document Test Results	15 days	Thu 1/1/26	Wed 1/21/26	State
Defect Remediation	15 days	Thu 1/1/26	Wed 1/21/26	Contractor
Review and Approve Test Results	15 days	Thu 1/1/26	Wed 1/21/26	State
Business Owner Sign-off	0 days	Wed 1/21/26	Wed 1/21/26	State
UAT Sprint 3	15 days	Thu 1/22/26	Wed 2/11/26	
Complete User Acceptance Testing	15 days	Thu 1/22/26	Wed 2/11/26	State
Document Test Results	15 days	Thu 1/22/26	Wed 2/11/26	State
Defect Remediation	15 days	Thu 1/22/26	Wed 2/11/26	Contractor
Review and Approve Test Results	15 days	Thu 1/22/26	Wed 2/11/26	State
Business Owner Sign-off to Approve Vendor	0 days	Wed 2/11/26	Wed 2/11/26	State
Invoicing				
Complete User Acceptance Testing and Submit Deliverable	0 days	Thu 2/12/26	Thu 2/12/26	
6 Perform Software Implementation	1459 days	Mon 4/14/25	Fri 11/15/30	
6.1 Software Promotion Approval	1459 days	Mon 4/14/25	Fri 11/15/30	
6.1.1 Validate code deployment	205 days	Thu 5/15/25	Thu 2/26/26	
Release 1	134 days	Thu 5/15/25	Tue 11/18/25	
Deliverable 23 - Perform Production Tests	126 days	Thu 5/15/25	Thu 11/6/25	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	
Prepare and Submit Deliverable	5 days	Fri 10/31/25	Thu 11/6/25	
Deliverable 29 - Converted Data Loaded into Production Environment	6 days	Tue 11/11/25	Tue 11/18/25	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	
Prepare and Submit Deliverable	5 days	Fri 10/31/25	Thu 11/6/25	
Deliverable 31 - Conduct Training	62 days	Fri 8/8/25	Mon 11/3/25	
Prepare and Submit DED	1 day	Fri 8/8/25	Fri 8/8/25	Contractor
Prepare and Submit Deliverable	5 days	Tue 10/28/25	Mon 11/3/25	Contractor
Deliverable 32 - Cutover to New Software	85 days	Fri 7/18/25	Thu 11/13/25	
Prepare and Submit DED	1 day	Fri 7/18/25	Fri 7/18/25	Contractor
Prepare and Submit Deliverable	5 days	Fri 11/7/25	Thu 11/13/25	Contractor
Deliverable 33 - Provide Documentation	55 days	Fri 8/29/25	Thu 11/13/25	
Prepare and Submit DED	1 day	Fri 8/29/25	Fri 8/29/25	Contractor
Prepare and Submit Deliverable	5 days	Fri 11/7/25	Thu 11/13/25	Contractor
Deliverable 34 - Execute System Security Plan	55 days	Fri 8/29/25	Thu 11/13/25	
Prepare and Submit DED	1 day	Fri 8/29/25	Fri 8/29/25	Contractor
Prepare and Submit Deliverable	5 days	Fri 11/7/25	Thu 11/13/25	Contractor
Deliverable 20 - Provide Software Installed, Configured and Operational to Satisfy State Requirements	40 days	Fri 9/19/25	Thu 11/13/25	
Prepare and Submit DED	1 day	Fri 9/19/25	Fri 9/19/25	Contractor
Prepare and Submit Deliverable	5 days	Fri 11/7/25	Thu 11/13/25	Contractor
Go-Live Sprint	10 days	Fri 10/31/25	Thu 11/13/25	Contractor,State
Release 1 - Production Go Live	0 days	Fri 11/14/25	Fri 11/14/25	Contractor,State
Release 2	205 days	Thu 5/15/25	Thu 2/26/26	
Deliverable 23 - Perform Production Tests	200 days	Thu 5/15/25	Wed 2/18/26	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	
Prepare and Submit Deliverable	5 days	Thu 2/12/26	Wed 2/18/26	Contractor

Contractor Initials DS  
MM

New Hampshire Department of Health and Human Services Exhibit G Attachment 1 - IT Requirements

Attachment: Project Requirements

NH Granite Families CCWIS

RFP-2021-DCYF-05-GRANI-01 DoIt #2021-047

<b>Deliverable 30 - Provide Tools for Backup and Recovery of all Applications and Data</b>	200 days	Thu 5/15/25	Wed 2/18/26	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	
Prepare and Submit Deliverable	5 days	Thu 2/12/26	Wed 2/18/26	Contractor
<b>Deliverable 31 - Conduct Training</b>	154 days	Fri 7/18/25	Wed 2/18/26	
Prepare and Submit DED	1 day	Fri 8/8/25	Fri 8/8/25	
Prepare and Submit Deliverable	5 days	Thu 2/12/26	Wed 2/18/26	Contractor
<b>Deliverable 29 - Converted Data Loaded into Production Environment</b>	200 days	Thu 5/15/25	Wed 2/18/26	
Prepare and Submit DED	1 day	Thu 5/15/25	Thu 5/15/25	
Prepare and Submit Deliverable	5 days	Thu 2/12/26	Wed 2/18/26	Contractor
<b>Deliverable 32 - Cutover to New Software</b>	159 days	Fri 7/18/25	Wed 2/25/26	
Prepare and Submit DED	1 day	Fri 7/18/25	Fri 7/18/25	Contractor
Prepare and Submit Deliverable	5 days	Thu 2/19/26	Wed 2/25/26	Contractor
<b>Deliverable 33 - Provide Documentation</b>	129 days	Fri 8/29/25	Wed 2/25/26	
Prepare and Submit DED	1 day	Fri 8/29/25	Fri 8/29/25	
Prepare and Submit Deliverable	5 days	Thu 2/19/26	Wed 2/25/26	Contractor
<b>Deliverable 34 - Execute System Security Plan</b>	129 days	Fri 8/29/25	Wed 2/25/26	
Prepare and Submit DED	1 day	Fri 8/29/25	Fri 8/29/25	
Prepare and Submit Deliverable	5 days	Thu 2/19/26	Wed 2/25/26	Contractor
<b>Deliverable 20 - Provide Software Installed, Configured and Operational to Satisfy State Requirements</b>	114 days	Fri 9/19/25	Wed 2/25/26	
Prepare and Submit DED	1 day	Fri 9/19/25	Fri 9/19/25	
Prepare and Submit Deliverable	5 days	Thu 2/19/26	Wed 2/25/26	Contractor
Go-Live Sprint	10 days	Thu 2/12/26	Wed 2/25/26	Contractor,State
Release 2 - Production Go Live	0 days	Thu 2/26/26	Thu 2/26/26	Contractor,State
<b>6.1.2 Verify any Database and Reference Table updates</b>	72 days	Mon 11/17/25	Wed 2/25/26	
Release 1 - Production Go Live	0 days	Mon 11/17/25	Mon 11/17/25	Contractor,State
Release 2 - Production Go Live	0 days	Wed 2/25/26	Wed 2/25/26	Contractor,State
<b>6.1.3 Monitor production defect resolution</b>	1304 days	Mon 11/17/25	Fri 11/15/30	
Start Maintenance and Operations Phase	0 days	Tue 11/18/25	Tue 11/18/25	
Ongoing Support and Maintenance	1297 days	Mon 11/17/25	Tue 11/5/30	Contractor
<b>Deliverable 35 - Conduct Knowledge Transfer</b>	10 days	Wed 4/15/26	Tue 4/28/26	
Prepare and Submit DED	1 day	Tue 4/28/26	Tue 4/28/26	Contractor
Prepare and Submit Deliverable	5 days	Wed 4/15/26	Tue 4/21/26	Contractor,DCYF
Complete Maintenance and Operations Phase	0 days	Fri 11/15/30	Fri 11/15/30	
<b>6.1.4 Business Team follow up for project closure</b>	3 days	Tue 11/5/30	Thu 11/7/30	
<b>Deliverable 36 - Conduct Project Exit Meeting</b>	3 days	Tue 11/5/30	Thu 11/7/30	
Prepare and Submit DED	1 day	Thu 11/7/30	Thu 11/7/30	
Prepare and Submit Deliverable	1 day	Tue 11/5/30	Tue 11/5/30	Contractor
<b>6.1.5 Business owner Sprint sign-off for vendor invoicing approval</b>	1456 days	Mon 4/14/25	Mon 11/11/30	

Contractor Initials 

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

### SECTION A: CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

#### ALTERNATIVE I - FOR CONTRACTORS 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 contractors (and by inference, sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a contractor (and by inference, 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 Agreement 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 Agreement. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of Agreements, 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 Contractor 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 Contractor'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 Contractor'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 Agreement 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 Agreement, 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;

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

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- 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 contract officer on whose contract 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 Agreement;
  - 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 Contractor may insert in the space provided below the site(s) for the performance of work done in connection with the specific Agreement.

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.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

### SECTION B: CERTIFICATION REGARDING LOBBYING

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and Byrd Anti-Lobbying Amendment (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, loan, or cooperative agreement (and by specific mention 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, loan, or cooperative agreement (and by specific mention sub- contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, see <https://omb.report/icr/201009-0348-022/doc/20388401>
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, 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.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

### SECTION C: 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 Order of the President, Executive Order 12549 and 12689 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 Agreement, 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 Agreement 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 <https://www.govinfo.gov/app/details/CFR-2004-title45-vol1/CFR-2004-title45-vol1-part76/context>.
6. The prospective primary participant agrees by submitting this Agreement 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)<sup>bs</sup>.  
<https://www.ecfr.gov/current/title-22/chapter-V/part-513>.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

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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 (Agreement) 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 (Agreement), 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 (Agreement).
14. The prospective lower tier participant further agrees by submitting this proposal (Agreement) 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.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

### SECTION D: CERTIFICATION OF COMPLIANCE WITH FEDERAL REQUIREMENTS

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:

The Contractor will comply, and will require any subcontractors to comply, with any applicable federal requirements, which may include but are not limited to:

1. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200).
2. 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;
3. 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;
4. 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);
5. 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;
6. 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;
7. 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;
8. 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;
9. 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;
10. 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.
11. The Clean Air Act (42 U.S.C. 7401-7671q.) which seeks to protect human health and the environment from emissions that pollute ambient, or outdoor, air.

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Exhibit G Attachment 2: Exhibit D  
Federal Requirements

Contractor's Initials

Date 2/20/2025

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

12. The Clean Water Act (33 U.S.C. 1251-1387) which establishes the basic structure for regulating discharges of pollutants into the waters of the United States and regulating quality standards for surface waters.
13. Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) (41 U.S.C. 1908) which establishes administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.
14. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708) which establishes that all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).
15. Rights to Inventions Made Under a Contract or Agreement 37 CFR § 401.2 (a) which establishes the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

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

1. By signing and submitting this Agreement, the Contractor agrees to comply with the provisions indicated above.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

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### SECTION E: 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 Agreement, 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.

## New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

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### SECTION F: 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 \$30,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$30,000 or more. If the initial award is below \$30,000 but subsequent grant modifications result in a total award equal to or over \$30,000, 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 sub award 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 Entity Identifier (SAM UEI; DUNS#)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.  
Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

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

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

# New Hampshire Department of Health and Human Services Exhibit G Attachment 2: Exhibit D – Federal Requirements

## 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.

CKV2L9GZKJK3

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

NO  YES

If the answer to #2 above is NO, stop here  
If the answer to #2 above is YES, please answer the following:

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

NO  YES

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

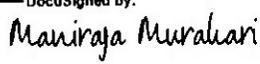
- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

Contractor Name: Deloitte

2/21/2025

Date: \_\_\_\_\_

DocuSigned by:  
  
 E2776BD1C0EF417...  
 Name: Maniraja Murahari  
 Title: DC Principal

DS  


New Hampshire Department of Health and Human Services

Exhibit G Attachment 2: Exhibit E

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 Data" means all information owned, managed, created, received, from or on behalf of, the Department of Health and Human Services (DHHS) that is protected by information security, privacy or confidentiality rules and state and federal laws in End Users' possession or control in connection with the performance of Services. This information includes but is not limited to Derivative Data, Protected Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information, Social Security Administration, and CJIS (Criminal Justice Information Services) data. For the avoidance of doubt, Personal Information, as defined in NH RSA 359-C:19, does not include business contact information, which includes name, work postal address, work telephone number, title, office name and work email address used solely for the purpose of enabling business communications pursuant to the Contract.
4. "Derivative Data" means data or information based on or created from Confidential Data.
5. "End User" means any person or entity (i.e., Contractor, Contractor's personnel, business associate, subcontractor, and other Contractor-authorized downstream user) that is engaged or employed by Contractor to perform Services on behalf of Contractor pursuant to this Contract.
6. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
7. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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

8. "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 Data.
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. "Suspect" or "Suspected" means circumstance(s) or set of facts under which there may be a reasonable likelihood a security incident or breach may have occurred.
13. "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 Data.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Data 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 as applicable to the Contractor in its performance of the Services.
2. The Contractor must not disclose any Confidential Data 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, if legally permissible, so that DHHS has an opportunity to consent or object to the disclosure.
3. The Contractor agrees that Confidential Data or Derivative Data therefrom disclosed to an End User must only be used pursuant to the terms of this Contract.
4. The Contractor agrees Confidential Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.

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5. The Contractor agrees to grant access to relevant information with respect to the Contractor's handling of Confidential Data as well as make available appropriate personnel to discuss such information 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 Confidential Data between Contractor-controlled applications, the Contractor will first verify the Contractor's application encryption capabilities to enable 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 Confidential Data. Encrypted thumb drives may be used with written exception from DHHS Information Security.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data, said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network unless End User employs a virtual private network (VPN) connection when remotely transmitting via an open wireless network. For the avoidance of doubt, Contractor's internal network shall not be considered 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 a non-DHHS SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. Any non-DHHS SFTP folders and sub-folders used by End User for transmitting Confidential Data and their Confidential Data will be deleted without undue delay.
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all Confidential Data must be encrypted to prevent inappropriate disclosure of information.

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DHHS Information Security Requirements



III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the Confidential Data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the Confidential Data in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. If it is infeasible to return or destroy the Confidential Data, protections pursuant to this Information Security Requirements Exhibit survive this contract. To this end, the Contractor must:

A. Retention

1. The Contractor agrees it will not store, transfer or process Confidential 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 herein.
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 Contractor or End User controlled 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 that aligns with leading industry standards.
6. The Contractor agrees to reasonably cooperate with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure to the extent applicable to the scope of the Services.

B. Disposition

If the Contractor will maintain any Confidential Data 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 provide written confirmation to the State regarding any State of New Hampshire data destroyed by the Contractor or any subcontractors inadvertently or pursuant to this Exhibit. When no longer in use, electronic media containing State of New Hampshire Confidential 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 confirm in writing the completion of the data destruction, and will provide such written confirmation to the Department upon request. The written confirmation will include details reasonably necessary to demonstrate data has been properly

*[Handwritten initials]*

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destroyed.

1. Unless otherwise specified in the Contract and subject to Section III.B. as soon as reasonably practical after the completion or the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
2. Unless otherwise specified in the Contract and subject to Section III.B., as soon as reasonably practical after the completion or 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 Confidential Data received under this Contract, and any derivative data or files containing Confidential Data, as follows:
1. The Contractor will maintain proper security controls to protect Department Confidential Data collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department Confidential Data 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 Confidential Data where applicable.
  4. The Contractor will take steps to ensure proper security monitoring capabilities are in place designed to detect potential security events that can impact Department Confidential Data processed on Contractor-provided and Contractor-controlled systems.
  5. The Contractor will provide regular security awareness and education for its personnel in support of protecting Confidential Data.
  6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire that involves disclosing Confidential Data to a subcontractor, the Contractor will enter into a written agreement with such subcontractor that defines specific security expectations that at a minimum are substantially the same as those applicable security obligations 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.

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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 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.
10. Data Security Breach Liability. In the event of an Incident, Computer Security Incident, or Breach the Contractor shall make immediate efforts to contain the Incident/Breach, to minimize any damage or loss resulting from the Incident, Computer Security Incident, or Breach, as well as, investigate the cause(s) and promptly take measures to prevent future Incidents, Computer Security Incidents, or Breaches of a similar nature from reoccurring.
11. Contractor must, comply with all statutes and regulations regarding the privacy and security of Confidential Data applicable to Contractor in its performance of the Services, 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 Contractor in its performance of the Services, 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; in each case that are applicable to Contractor in its provision of Services under the Contract.
12. Contractor must safeguard the Confidential Data at a level consistent with the requirements applicable to Contractor in its performance of the Services. Contractor agrees to establish and maintain appropriate administrative, technical, physical, and organizational safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it.
13. Contractor agrees to maintain a documented Breach Notification and Incident Response process that complies with the requirements of this Information Security Requirements Exhibit with respect to Confidential Data.
14. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such Confidential Data to perform their official duties in connection with purposes identified in this Contract.
15. The Contractor must ensure that it requires all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Data that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this Confidential Data at all times.

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DHHS Information Security Requirements



- c. ensure that Contractor-issued laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
- d. send emails containing Confidential Data 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 Data to the extent permitted by law.
- f. Confidential Data received under this Contract and individually identifiable data derived from Confidential 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 reasonably request relevant documentation with respect to Contractor's handling Confidential Data 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**

- A. The Contractor must notify NHDHHS Information Security via the email address provided in this Exhibit, of any known or suspected Incidents or Breaches immediately after the Contractor has determined that the aforementioned has occurred and that Confidential Data may have been exposed or compromised.
- B. Parties acknowledge and agree that unless notice to the contrary is provided by Department in its sole discretion to Contractor, this Section V constitutes notice by Contractor to Department of the ongoing existence and occurrence or attempts of Unsuccessful Security Incidents for which no additional notice to Department shall be required. "Unsuccessful Security Incidents" means, without limitation, pings and other broadcast attacks on Contractor's firewalls, port scans, unsuccessful log-on attempts, denial of service attacks, and any combination of the above, so long as no such incident results in unauthorized access, use or disclosure of PHI.
- C. Comply with all applicable state and federal suspected or known Confidential Data loss obligations and procedures within this Exhibit. Per the terms of this Exhibit the Contractor's and End User's security incident and breach response procedures must also address how the

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

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Contractor in collaboration with the Departments Security Incident Response Team, must:

1. Identify incidents;
  2. Determine if Confidential Data is involved in incidents;
  3. Report suspected or confirmed incidents to the Department as required in this Exhibit. The Department will provide the Contractor with a NH DHHS Security Contractor Incident Risk Assessment Report for completion.
  4. Within 24-hrs of initial notification to the Department, complete the initial NH DHHS Security Contractor Incident Risk Assessment Report and email it to the Department's Information Security Office at the email address provided herein;
  5. Identify and convene a core response group to determine the risk level of incidents and determine risk-based responses to incidents and mitigation measures, prepare to include the Department in the incident response calls throughout the incident response investigation;
  6. Identify incident/breach notification method and timing;
  7. Within one business week of the conclusion of the Incident/Breach response investigation a final written Incident Response Report and Mitigation Plan is submitted to the Department's Information Security Office at the email address provided herein;
  8. Address and report incidents and/or Breaches that implicate personal information (PI) to the Department in accordance with NH RSA 359-C:20 and this Agreement;
  9. Address and report incidents and/or Breaches per the HIPAA Breach Notification Rule, and the Federal Trade Commission's Health Breach Notification Rule 16 CFR Part 318 and this Agreement to the Department.
- D. All legal notifications required as a result of a breach of information, or potential breach, collected pursuant to this Contract shall be coordinated with the State. The Contractor shall ensure that any subcontractors used by the Contractor shall similarly notify the State of a Breach, or potential Breach immediately upon discovery, shall make a full disclosure, including providing the State with all available information, and shall cooperate fully with the State, as defined above.

**I. BREACH LIABILITY**

Should an Incident, Computer Security Incident, or Breach be determined to have been caused by the Contractor and/or End User's failure to safeguard State of New Hampshire networks, systems or DHHS Confidential Data per this Information Security Requirements Exhibit, and/or P-37, then the State may recover from the Contractor and/or End User all costs of response and recovery from the Incident, Computer Security Incident, or Breach, including but not limited to: credit monitoring services, mailing costs, and costs associated with website and telephone call center services, to the extent required

**VI. CONFLICT OF TERMS**

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**DHHS Information Security Requirements**



In the event of any conflict or inconsistency between other Contract provisions and the Information Security Requirements Exhibit, this Exhibit shall control and govern the rights and obligations of the parties with respect to the subject matter of this Exhibit.

**VII. PERSONS TO CONTACT**

A. DHHS contact program and policy:

DHHS-Contracts@dhhs.nh.gov

(In subject line insert RFP/Contract Name and Number)

B. DHHS contact for Information Security and Data Management issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

C. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

## New Hampshire Department of Health and Human



## Exhibit G Attachment 2: Exhibit F

**BUSINESS ASSOCIATE AGREEMENT**

The Contractor identified in Section 1.3 of the General Provisions of the Agreement (Form P-37) ("Agreement"), and any of its agents who receive use or have access to protected health information (PHI), as defined herein, shall be referred to as the "Business Associate." The State of New Hampshire, Department of Health and Human Services, "Department" shall be referred to as the "Covered Entity," The Contractor and the Department are collectively referred to as "the parties."

The parties agree, to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191, the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162, and 164 (HIPAA), provisions of the HITECH Act, Title XIII, Subtitle D, Parts 1&2 of the American Recovery and Reinvestment Act of 2009, 42 USC 17934, et sec., applicable to business associates, and as applicable, to be bound by the provisions of the Confidentiality of Substance Use Disorder Patient Records, 42 USC s. 290 dd-2, 42 CFR Part 2, (Part 2), as any of these laws and regulations may be amended from time to time.

(1) Definitions

- a. The following terms shall have the same meaning as defined in HIPAA, the HITECH Act, and Part 2, as they may be amended from time to time:
  - "Breach," "Designated Record Set," "Data Aggregation," Designated Record Set," "Health Care Operations," "HITECH Act," "Individual," "Privacy Rule," "Required by law," "Security Rule," and "Secretary."
- b. Business Associate Agreement, (BAA) means the Business Associate Agreement that includes privacy and confidentiality requirements of the Business Associate working with PHI and as applicable, Part 2 record(s) on behalf of the Covered Entity under the Agreement.
- c. "Constructively Identifiable," means there is a reasonable basis to believe that the information could be used, alone or in combination with other reasonably available information, by an anticipated recipient to identify an individual who is a subject of the information.
- d. "Protected Health Information" ("PHI") as used in the Agreement and the BAA, means protected health information defined in HIPAA 45 CFR 160.103, limited to the information created, received, or used by Business Associate from or on behalf of Covered Entity, and includes any Part 2 records, if applicable, as defined below.
- e. "Part 2 record" means any patient "Record," relating to a "Patient," and "Patient Identifying Information," as defined in 42 CFR Part 2.11.
- f. "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.

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

- a. Business Associate shall not use, disclose, maintain, store, or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under the Agreement. Further, Business Associate, including ~~but not~~

Exhibit G Attachment 2: Exhibit F

Business Associate Agreement Page

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Contractor Initials

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Date



New Hampshire Department of Health and Human

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limited to all its directors, officers, employees, and agents, shall protect any PHI as required by HIPAA and 42 CFR Part 2, and not use, disclose, maintain, store, or transmit PHI in any manner that would constitute a violation of HIPAA or 42 CFR Part 2.

- b. Business Associate may use or disclose PHI, as applicable:
  - I. For the proper management and administration of the Business Associate;
  - II. As required by law, according to the terms set forth in paragraph c. and d. below;
  - III. According to the HIPAA minimum necessary standard;
  - IV. For data aggregation purposes for the health care operations of the Covered Entity; and
  - V. Data that is de-identified or aggregated and remains constructively identifiable may not be used for any purpose outside the performance of the Agreement.
- c. To the extent Business Associate is permitted under the BAA or the Agreement to disclose PHI to any third party or subcontractor prior to making any disclosure, the Business Associate must obtain, a business associate agreement or other agreement with the third party or subcontractor, that complies with HIPAA and ensures that all requirements and restrictions placed on the Business Associate as part of this BAA with the Covered Entity, are included in those business associate agreements with the third party or subcontractor.
- d. The Business Associate shall not, disclose any PHI in response to a request or demand for disclosure, such as by a subpoena or court order, on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity can determine how to best protect the PHI. If Covered Entity objects to the disclosure, the Business Associate agrees to refrain from disclosing the PHI and shall cooperate with the Covered Entity in any effort the Covered Entity undertakes to contest the request for disclosure, subpoena, or other legal process. If applicable relating to Part 2 records, the Business Associate shall resist any efforts to access part 2 records in any judicial proceeding.

(3) Obligations and Activities of Business Associate

- a. Business Associate shall implement appropriate safeguards to prevent unauthorized use or disclosure of all PHI in accordance with HIPAA Privacy Rule and Security Rule with regard to electronic PHI, and Part 2, as applicable.
- b. The Business Associate shall immediately notify the Covered Entity's Privacy Officer at the following email address, DHHSPrivacyOfficer@dhhs.nh.gov after the Business Associate has determined that any use or disclosure not provided for by its contract, including any known or suspected privacy or security incident or breach has occurred potentially exposing or compromising the PHI. This includes inadvertent or accidental uses or disclosures or breaches of unsecured protected health information.
- c. In the event of a breach, the Business Associate shall comply with the terms of this Business Associate Agreement, all applicable state and federal laws and regulations and any additional requirements of the Agreement.
- d. The Business Associate shall perform a risk assessment, based on the information available at the time it becomes aware of any known or suspected privacy or

Exhibit G Attachment 2:Exhibit F

Business Associate Agreement Page  
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Contractor Initials

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2/20/2025

Date

New Hampshire Department of Health and Human



Exhibit G Attachment 2: Exhibit F

security breach as described above and communicate the risk assessment to the Covered Entity. The risk assessment shall include, but not be limited to:

- I. The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
  - II. The unauthorized person who accessed, used, disclosed, or received the protected health information;
  - III. Whether the protected health information was actually acquired or viewed; and
  - IV. How the risk of loss of confidentiality to the protected health information has been mitigated.
- e. The Business Associate shall complete a risk assessment report at the conclusion of its incident or breach investigation and provide the findings in a written report to the Covered Entity as soon as practicable after the conclusion of the Business Associate's investigation.
  - f. 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 US Secretary of Health and Human Services for purposes of determining the Business Associate's and the Covered Entity's compliance with HIPAA and the Privacy and Security Rule, and Part 2, if applicable.
  - g. Business Associate shall require all of its business associates that receive, use or have access to PHI under the BAA to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein.
  - h. Within ten (10) 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 BAA and the Agreement.
  - i. 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.
  - j. 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.
  - k. Business Associate shall document any disclosures of PHI and information related to any 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.
  - l. 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.

Exhibit G Attachment 2: Exhibit F

Contractor Initials

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*MM*



New Hampshire Department of Health and Human

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accordance with 45 CFR Section 164.528.

- m. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within five (5) 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.
- n. Within thirty (30) 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-ups of such PHI in any form or platform.
- VI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, or if retention is governed by state or federal law, 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 as long as the 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 post a current version of the Notice of the Privacy Practices on the Covered Entity's website:  
<https://www.dhhs.nh.gov/oos/hipaa/publications.htm> in accordance with 45 CFR Section 164.520.
- 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 BAA, 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 of Agreement for Cause

- a. In addition to the General Provisions (P-37) of the Agreement, the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a material breach by Business Associate of the Business Associate Agreement. 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.

(6) Miscellaneous

- a. Definitions, Laws, and Regulatory References. All laws and regulations

Exhibit G Attachment 2: Exhibit F

Contractor Initials

used  
mm

New Hampshire Department of Health and Human



Exhibit G Attachment 2: Exhibit F

herein, shall refer to those laws and regulations as amended from time to time. A reference in the Agreement, as amended to include this Business Associate Agreement, to a Section in HIPAA or 42 Part 2, means the Section as in effect or as amended.

- b. Change in law - Covered Entity and Business Associate agree to take such action as is necessary from time to time for the Covered Entity and/or Business Associate to comply with the changes in the requirements of HIPAA, 42 CFR Part 2 other 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 BAA and the Agreement shall be resolved to permit Covered Entity and the Business Associate to comply with HIPAA and 42 CFR Part 2.
e. Segregation - If any term or condition of this BAA 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 BAA are declared severable.
f. Survival - Provisions in this BAA regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the BAA in section (3) g. and (3) n.l., and the defense and indemnification provisions of the General Provisions (P-37) of the Agreement, shall survive the termination of the BAA.

IN WITNESS WHEREOF, the parties hereto have duly executed this Business Associate Agreement.

Department of Health and Human Services

Deloitte Consulting, LLP

The State

Name of the Contractor

DocuSigned by: Marie Noonan

DocuSigned by: Maniraja Murahari

Signature of Authorized Representative

Signature of Authorized Representative

Marie Noonan

Maniraja Murahari

Name of Authorized Representative

Name of Authorized Representative

DCYF Director

DC Principal

Title of Authorized Representative

Title of Authorized Representative

2/21/2025

2/20/2025

Date

Date

Exhibit G Attachment 2: Exhibit F

Business Associate Agreement Page

5 of 5

V 2.0

DS MM Contractor Initials

2/20/2025

Date

# 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 DELOITTE CONSULTING LLP is a Delaware Limited Liability Partnership registered to transact business in New Hampshire on March 10, 2004. 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: 467399

Certificate Number: 0006692670



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

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

David M. Scanlan  
Secretary of State

### Limited Liability Partnership or LLC Certificate of Authority

I, Gregory Spino, hereby certify that I am a Partner, Member, or Manager of  
(Name)  
Deloitte Consulting LLP, a limited liability partnership under RSA 304-A, a limited  
Name of Partnership or LLC  
liability partnership under RSA 304-D, or a limited liability company under RSA 304-C.

I certify that Maniraja Murahari is authorized to bind the partnership or LLC. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the partnership or LLC and that this authorization shall remain valid for thirty (30) days from the date of this Certificate of Authority.

Dated: 01/23/25

Signature: *gregory spino*  
Name: Greg Spino  
Title: Managing Director



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
05/24/2024

**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).**

<b>PRODUCER</b> MARSH USA, LLC. 1166 Avenue of the Americas New York, NY 10036 Attn: realestate.certrequest@marsh.com	<b>CONTACT NAME:</b> PHONE (A/C No, Ext): E-MAIL ADDRESS: FAX (A/C, No):														
CN102871568-STND-GAWU-24-25	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Continental Casualty Company</td> <td>20443</td> </tr> <tr> <td>INSURER B : N/A</td> <td>N/A</td> </tr> <tr> <td>INSURER C : American Casualty Company of Reading, PA</td> <td>20427</td> </tr> <tr> <td>INSURER D : Valley Forge Insurance Company</td> <td>20508</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Continental Casualty Company	20443	INSURER B : N/A	N/A	INSURER C : American Casualty Company of Reading, PA	20427	INSURER D : Valley Forge Insurance Company	20508	INSURER E :		INSURER F :	
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INSURER E :															
INSURER F :															

**COVERAGES**                      **CERTIFICATE NUMBER:** NYC-010414957-18                      **REVISION NUMBER: 2**

**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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			GL 602458868	06/01/2024	06/01/2025	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 - COMPI/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			BUA 6024588871	06/01/2024	06/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE  DED      RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below			WC 6024588837 (AOS)	06/01/2024	06/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 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
C			WC 6024588840 (CA)	06/01/2024	06/01/2025		
D		N/A	WC 6024588854 (AZ, OR, WI)	06/01/2024	06/01/2025		
D	Stop Gap (OH, ND, WA)			GAP 6042880616 (OH, ND, WA)	06/01/2024	06/01/2025	\$ 1,000,000

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

<b>CERTIFICATE HOLDER</b>  State of New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301	<b>CANCELLATION</b>  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  <p style="text-align: right;"><i>Marsh USA LLC</i></p>
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# EVIDENCE OF PROPERTY INSURANCE

DATE (MM/DD/YYYY)  
06/06/2024

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

<b>AGENCY</b> MARSH USA LLC. 1166 Avenue of the Americas New York, NY 10036-2774 Attn: realestate.certrequest@marsh.com		<b>PHONE (A/C, No, Ext):</b>	<b>COMPANY</b> SEE ATTACHED*	
CN102871568-STND-PROP-24-25				
<b>FAX (A/C, No):</b>	<b>E-MAIL ADDRESS:</b>			
<b>CODE:</b>	<b>SUB CODE:</b>			
<b>AGENCY CUSTOMER ID #:</b>		<b>LOAN NUMBER</b>		<b>POLICY NUMBER</b> See Attached
<b>INSURED</b> Deloitte LLP; Deloitte & Touche LLP; Deloitte Consulting LLP; Deloitte Tax LLP; Deloitte Services LP; Deloitte Financial Advisory Services LLP; Deloitte Transactions and Business Analytics LLP 30 Rockefeller Plaza New York, NY 10112		<b>EFFECTIVE DATE</b> 06/01/2024	<b>EXPIRATION DATE</b> 06/01/2025	<input type="checkbox"/> <b>CONTINUED UNTIL TERMINATED IF CHECKED</b>
<b>THIS REPLACES PRIOR EVIDENCE DATED:</b>				

**PROPERTY INFORMATION**

**LOCATION/DESCRIPTION**  
 Property in the Care, Custody and Control of the Named Insured(s).

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 EVIDENCE OF PROPERTY INSURANCE 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.

COVERAGE INFORMATION	PERILS INSURED	BASIC	BROAD	SPECIAL	AMOUNT OF INSURANCE	DEDUCTIBLE
*All Risk* to Real and Personal Property. Valuation for Real & Personal Property: Replacement Cost Subject to Policy Terms, Conditions and Exclusions.  Other deductibles may apply per policy terms and conditions.					1,000,000	250,000

**REMARKS (Including Special Conditions)**

**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.

**ADDITIONAL INTEREST** NYC-010414959-10

NAME AND ADDRESS  State of New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301	<input type="checkbox"/> <b>ADDITIONAL INSURED</b>	<input type="checkbox"/> <b>LENDER'S LOSS PAYABLE</b>	<input type="checkbox"/> <b>LOSS PAYEE</b>
	<input type="checkbox"/> <b>MORTGAGEE</b>		
	<b>LOAN #</b>		
<b>AUTHORIZED REPRESENTATIVE</b>  <i>Marsh USA LLC</i>			

AGENCY CUSTOMER ID: CN102871568

LOC #: New York



**ADDITIONAL REMARKS SCHEDULE**

Page 2 of 2

AGENCY MARSH USA LLC. 1		NAMED INSURED Deloitte LLP; Deloitte & Touche LLP; Deloitte Consulting LLP; Deloitte Tax LLP; Deloitte Services LP; Deloitte Financial Advisory Services LLP; Deloitte Transactions and Business Analytics LLP. 30 Rockefeller Plaza New York, NY 10112	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

**ADDITIONAL REMARKS**

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
FORM NUMBER: 27 FORM TITLE: Evidence of Property Insurance

Carriers:

- AIG Specialty Insurance Company / Policy No. 25032849: 35%
- Lloyd's of London / Policy No. B0509MPSPB2401571: 4%
- Zurich American Insurance Company / Policy No. PPR 0196216-08: 5%
- Endurance American Specialty Insurance Company / Policy No. GPF30001110005: 5%
- Ace American Insurance Co. / Policy No. GPA D36110284 018: 10%
- Columbia Casualty Company / Policy No. RMP 7092859396: 7.5%
- Allianz Global Risks US Insurance Company / Policy No. USP00027624: 7.5%
- Everest Indemnity Insurance Company / Policy No. RPSP000203-241: 11%
- XL Insurance America Inc / Policy No. US00006768PR24A: 15%