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Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
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Lori A. Weaver  
Commissioner

Ellen M. Lapoinle  
Chief Executive Officer

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

**NEW HAMPSHIRE HOSPITAL**

36 CLINTON STREET, CONCORD, NH 03301  
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March 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, New Hampshire Hospital, to amend existing contracts with the Contractors listed below for temporary staffing services, by exercising contract renewal options by increasing the total shared price limitation by \$17,300,000 from \$11,500,000 to \$28,800,000 and extending the completion dates from June 30, 2025, to June 30, 2027, effective upon Governor and Council approval. 30% General Funds. 70% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).

The individual contracts were approved by Governor and Council as specified in the table below:

Contractor Name	Vendor Code	G&C Approval	Current Shared Place Limitation	Increase/ (Decrease) Amount	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)	\$11,500,000	\$17,300,000	\$28,800,000
AHS Staffing LLC (Traverse City, MI)	465000	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16) A1: 2/21/2024 (Item #29)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			

Compunnel Software Group, Inc. (Plainsboro, NJ)	226371	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Cross Country Staffing, Inc. (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Focus-Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16) A1: 2/21/2024 (Item #29)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16) A1: 2/21/2024 (Item #29)			
Amergis Healthcare Staffing, Inc. (formerly known as Maxim Healthcare Staffing Services, Inc.) (Columbia, MD)	438253	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
ShareSTAFF LLC (Stockton, CA)	454439	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Sunbelt Staffing, LLC (Oldsmar, FL)	332980	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15) A1: 2/21/2024 (Item #29)			

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

**05-95-094-940010-87500000 HEALTH AND SOCIAL SERVICES, DEPARTMENT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, NEW HAMPSHIRE HOSPITAL, ACUTE PSYCHIATRIC SERVICES**

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$5,500,000	\$0	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$4,000,000	\$1,800,000	\$5,800,000
2026	102-500731	Contracts for Program Services	94050200	\$0	\$6,000,000	\$6,000,000
2027	102-500731	Contracts for Program Services	94050200	\$0	\$6,000,000	\$6,000,000
			<i>Subtotal</i>	<i>\$9,500,000</i>	<i>\$13,800,000</i>	<i>\$23,300,000</i>

**05-95-091-910010-57100000 HEALTH AND SOCIAL SERVICES, DEPARTMENT OF HEALTH AND HUMAN SERVICES, GLENCLIFF HOME PROFESSIONAL CARE**

State Fiscal Year	Class/ Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$1,000,000	\$0	\$1,000,000
2025	101-500729	Payments to Medical Providers	91000000	\$1,000,000	\$500,000	\$1,500,000
2026	101-500729	Payments to Medical Providers	91000000	\$0	\$1,500,000	\$1,500,000
2027	101-500729	Payments to Medical Providers	91000000	\$0	\$1,500,000	\$1,500,000

			<i>Subtotal</i>	\$2,000,000	\$3,500,000	\$5,500,000
			<b>Total</b>	<b>\$11,500,000</b>	<b>\$17,300,000</b>	<b>\$28,800,000</b>

**EXPLANATION**

The purpose of this request is to exercise available contract renewal options to allow the Contractors to continue to provide staffing for all three shifts at both New Hampshire Hospital (NHH) and Glenciff Home (GH) by exercising available renewal options for an additional two years of service for both facilities. In addition, the Department is simplifying the payment structure by setting hourly rates for each temporary staffing position regardless of the hourly shift worked and streamlining the requirements for each hourly shift, overtime, and holiday pay, which results in lower rates. Lastly, funding is being added because based on current utilization projections, the Department will not have enough funding through the end of the State Fiscal Year 2025 to enable the Contractors to continue providing temporary staffing as both New Hampshire Hospital and Glenciff Home have active agency staff members supporting their current occupancy rates. NHH currently has 45 agency registered nurses (RN) and 5 agency mental health workers (MHW) providing staffing for all three shifts. GH currently has 3 agency nurses (RN and licensed practical nurses (LPN)) providing staffing for all three shifts. NHH and GH continue to actively recruit for permanent staff utilizing a range of recruitment strategies; however, nursing vacancies continue to remain higher than the Department anticipated upon calculating the original shared price limitation.

Since the approval of these agency staffing contracts in 2023, NHH has admitted over 1,300 patients, accounting for approximately 83,500 bed days and generating an estimated \$69 million in revenue. The utilization of agency staff has been pivotal in expanding NHH's census from an average capacity of 164 in 2023 to achieving and maintaining full capacity (185 patients) by December 2024. This achievement directly supports the Department's Mission Zero initiative, aimed at eliminating emergency department boarding. Notably, NHH has met the goal of zero adults boarding in emergency departments multiple times in 2024 and 2025, an unprecedented success.

Industry data highlights that 96.2% of hospitals in Maine, New Hampshire, and Vermont rely on agency staff nurses in their emergency departments to ensure adequate patient care—precisely where NHH and GH's patient populations receive care. This underscores the widespread necessity of agency support in sustaining safe, effective operations in both locations. To optimize efficiency and streamline administrative processes, these contracts serve both New Hampshire Hospital (NHH) and Glenciff Home (GH), ensuring continuous, high-quality patient care.

The Contractors provide various temporary staffing for positions including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers, and psychiatric social workers supporting patient care. The hourly rates for the various temporary staffing positions are adjusted to set rates, different for each type of position. The same hourly rate per position will apply regardless of the work shift, resulting in a simplified invoicing process for Contractors and accurate remittance of Contractor payments. Furthermore, the simplified payment structure will improve the Department's ability to track and verify hours worked by temporary staff.

To sustain safe, round-the-clock operations, NHH requires 8-12 nurses and 14-17 mental health workers per unit, spread over three shifts across nine units. While agency RN costs are typically 1.5 to 2 times higher than state-employed RNs, NHH remains steadfast in its commitment to state staff hiring. Since July 1, 2023, NHH has successfully onboarded 55 state-employed nurses and 99 mental health workers. However, the simultaneous loss of 25 nurses and 72 mental health workers underscores the persistent workforce attrition. Recent hiring freezes and budget constraints as the next biennium approaches further exacerbate these staffing gaps, making agency support indispensable for maintaining patient care and operational stability.

At Glenclyff Home, these contracts have supported 33 new patient admissions since 2023, including 12 direct transfers from NHH. GH has increased its average daily census by eight patients, reaching a total of 70, thereby alleviating capacity pressures at NHH. To sustain daily care, GH requires 13 nurses and 26 LNAs on duty daily. Since July 1, 2023, GH has hired 16 nurses and 19 LNAs yet lost 19 nurses and 13 LNAs in the same timeframe. As a result, agency staffing remains essential to maintaining continuous 24/7 operations.

Both NHH and GH remain proactive in workforce development. NHH has over 60 targeted recruitment and retention initiatives, including the creation of internal career pathways, expanding partnerships with colleges and universities statewide, strengthening staff mentorship programs to enhance retention. GH maintains over 20 workforce initiatives, such as strong partnerships with local schools and businesses to increase awareness and recruitment free LNA training programs to expand the talent pipeline and flexible work schedules to improve staff retention.

Agency staffing continues to play a vital role in ensuring that NHH and GH can maintain full capacity, provide high-quality patient care, and support the Department's broader healthcare objectives. While progress has been made in recruiting state-employed staff, workforce shortages and financial constraints persist, making temporary staffing solutions necessary at this time. These contracts help bridge gaps in care, allowing us to meet patient needs, reduce ED boarding, and sustain critical operations while we continue efforts to strengthen our permanent workforce.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while performing duties onsite at Department facilities.

As referenced in Exhibit A, Revisions to Standard Provisions, of the original agreements, the parties have the option to extend the agreements for up to four (4) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for two (2) of the four (4) years available.

Should the Governor and Council not authorize this request, the Department will not be able to meet the demand for services nor maintain census and will therefore result in reduction in bed availability.

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

Respectfully submitted



Lori A. Weaver  
Commissioner

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and 22<sup>nd</sup> Century Technologies, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

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

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

State of New Hampshire  
Department of Health and Human Services

2/19/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

22<sup>nd</sup> Century Technologies, Inc.

2/14/2025

Date

DocuSigned by:

*Isha Sharma*

Name: Isha Sharma

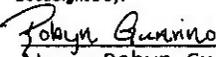
Title: Contracts Manager

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

OFFICE OF THE ATTORNEY GENERAL

3/1/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

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

**EXHIBIT B – Amendment #2**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to “Cues to Crisis” training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B – Amendment #2**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B – Amendment #2**

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenciff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

**New Hampshire Department of Health and Human Services  
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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

New Hampshire Department of Health and Human Services  
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
- 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B – Amendment #2**

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. **Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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

**EXHIBIT B – Amendment #2**

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

**New Hampshire Department of Health and Human Services  
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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 22ND CENTURY TECHNOLOGIES, INC. is a New Jersey Profit Corporation registered to transact business in New Hampshire on November 02, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 661348

Certificate Number: 0006702858



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 11th day of June A.D. 2024.

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

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 2/11/2025
Effective Date: 2/11/2025
Business ID: 661348
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>22ND CENTURY TECHNOLOGIES, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>661348</b>
STATE OF INCORPORATION: <b>New Jersey</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
8251 Greensboro Drive Suite 900 McLean, VA, 22102, USA	8251 Greensboro Drive Suite 900 McLean, VA, 22102, USA

<b>REGISTERED AGENT AND OFFICE</b>
REGISTERED AGENT: <b>National Registered Agents, Inc. (233324)</b>
REGISTERED AGENT OFFICE ADDRESS: <b>2 1/2 Beacon Street Concord, NH, 03301 - 4447, USA</b>

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
Professional, Scientific, and Technical Services	Custom Computer Programming Services
Professional, Scientific, and Technical Services	Computer Systems Design Services
Professional, Scientific, and Technical Services	Computer Facilities Management Services
Professional, Scientific, and Technical Services	Other Computer Related Services
Professional, Scientific, and Technical Services	Administrative Management and General Management Consulting Services
Administrative and Support and Waste Management and Remediation Services.	Temporary Help Services

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Satvinder Singh	8251 Greensboro Drive, Suite 900, McLean, VA, 22102, USA	President
Satvinder Singh	8251 Greensboro Drive, Suite 900, McLean, VA, 22102, USA	Director
Anil Sharma	8251 Greensboro Drive, Suite 900, McLean, VA, 22102, USA	Chief Executive Officer

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: **President**

Signature: **Satvinder Singh**

Name of Signer: **Satvinder Singh**

**CERTIFICATE OF AUTHORITY**

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

1. I am a duly elected Clerk/Secretary/Officer of 22nd Century Technologies, Inc.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on October, 2022, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Isha Sharma (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of 22nd Century Technologies, Inc. to enter into contracts or agreements with the State  
(Name of Corporation/LLC)

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

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

Dated: 2/14/2025

C. Rist  
Signature of Elected Officer  
Name: Caroline Rist  
Title: Vice President





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

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

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

November 17, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

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

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

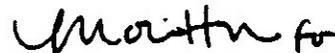
His Excellency, Governor Christopher T. Sununu  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and 22nd Century Technologies, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

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

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

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

22nd Century Technologies, Inc.

11/21/2023

Date

DocuSigned by:

*Isha Sharma*

Name: Isha Sharma

Title: Contracts Manager

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

OFFICE OF THE ATTORNEY GENERAL

11/30/2023

Date

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

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

15 mac



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

**Lori A. Weaver**  
Interim Commissioner

**Ellen M. Lapointe**  
Chief Executive Officer

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

June 15, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

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

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenciff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

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

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

<u>Reviewer Name</u>	<u>Title</u>
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenclyff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director.
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.*	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
<b>104</b>	<b>63</b>	<b>126</b>	<b>69</b>	<b>123</b>

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-01)

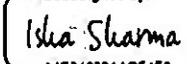
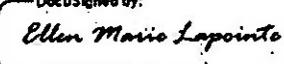
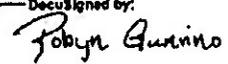
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

<b>1.1 State Agency Name</b> New Hampshire Department of Health and Human Services		<b>1.2 State Agency Address</b> 129 Pleasant Street Concord, NH 03301-3857	
<b>1.3 Contractor Name</b> 22 <sup>nd</sup> Century Technologies, Inc.		<b>1.4 Contractor Address</b> 2 1/2 Beacon St. Concord, NH 03301	
<b>1.5 Contractor Phone Number</b>  888-998-7284	<b>1.6 Account Number</b> 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	<b>1.7 Completion Date</b>  6/30/2025	<b>1.8 Price Limitation</b>  Shared Price Limitation of \$3,770,000
<b>1.9 Contracting Officer for State Agency</b>  Robert W. Moore, Director		<b>1.10 State Agency Telephone Number</b>  (603) 271-9595	
<b>1.11 Contractor Signature</b> DocuSigned by:  Date: 6/1/2023		<b>1.12 Name and Title of Contractor Signatory</b>  Isha Sharma Contracts Manager	
<b>1.13 State Agency Signature</b> DocuSigned by:  Date: 6/6/2023		<b>1.14 Name and Title of State Agency Signatory</b>  Ellen Marie Lapointe Chief Executive Officer	
<b>1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)</b>  By: _____ Director, On: _____			
<b>1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable)</b> DocuSigned by: By:  On: 6/8/2023			
<b>1.17 Approval by the Governor and Executive Council (if applicable)</b>  G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials IS  
 Date 6/17/2023

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

### 8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

### 9. TERMINATION.

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

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

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

### 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

### 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

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

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

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

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

**14. INSURANCE.**

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

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

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

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

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

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

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

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

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

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

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

**EXHIBIT A**

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**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glendcliff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

**1.13. Background Checks**

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

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

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

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

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

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.14.2. Workspace Requirement

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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**EXHIBIT B**

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

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

**3.2. Credits and Copyright Ownership**

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

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

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

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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**EXHIBIT C**

**Payment Terms**

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$2,010,000</b>	<b>\$1,760,000</b>	<b>\$3,770,000</b>

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glencliff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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

**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

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

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

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

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

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

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

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New Hampshire Department of Health and Human Services  
Exhibit D

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

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

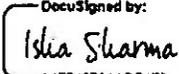
Place of Performance (street address, city, county, state, zip code) (list each location)

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

Vendor Name: 22nd Century Technologies, Inc.

6/1/2023

Date

DocuSigned by:  
  
 Name: Ishia Sharma  
 Title: Contracts Manager



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

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

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

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

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

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

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

Vendor Name: 22nd Century Technologies, Inc.

6/1/2023

Date

DocuSigned by:

Isha Sharma

Name: Isha Sharma

Title: Contracts Manager

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Vendor Initials

6/1/2023

Date

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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New Hampshire Department of Health and Human Services  
Exhibit F

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

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

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: 22nd Century Technologies, Inc.

6/1/2023

Date

DocuSigned by:
Isha Sharma
Name: Isha Sharma
Title: Contracts Manager

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Contractor Initials
6/1/2023
Date



New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

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

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

Exhibit G

Contractor Initials

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



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

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

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

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

Contractor Name: 22nd Century Technologies, Inc.

6/1/2023

Date

DocuSigned by:

*Isha Sharma*

Name: Isha Sharma

Title: Contracts Manager

Exhibit G

Contractor Initials

DS  
IS

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



New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

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

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

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

Contractor Name: 22nd century Technologies, Inc.

6/1/2023

Date

DocuSigned by:  
Isha Sharma  
Name: Isha Sharma  
Title: Contracts Manager

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials DS  
IS  
Date 6/1/2023

New Hampshire Department of Health and Human Services  
Exhibit J



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

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

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

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

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

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-262 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

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

Contractor Name: 22nd Century Technologies, Inc.

6/1/2023

Date

DocuSigned by:

*Iskra Sharma*

Name: ISKA SHARMA

Title: Contracts Manager

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Contractor Initials

Date 6/1/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

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

- The UEI (SAM.gov) number for your entity is: QT2VZ9L1VPQ1
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

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

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

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

NO  YES

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

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

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

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

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

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

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

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

IS

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc.; alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**Exhibit K**

**DHHS Information Security Requirements**



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

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**V. LOSS REPORTING**

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

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

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

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

**Exhibit K**

**DHHS Information Security Requirements**



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

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

**VI. PERSONS TO CONTACT**

**A. DHHS Privacy Officer:**

DHHSPrivacyOfficer@dhhs.nh.gov

**B. DHHS Security Officer:**

DHHSInformationSecurityOffice@dhhs.nh.gov

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

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

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Initial  
DT

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

Initial  
DT

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenciff invoices may be emailed to: Glenciff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

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

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

State of New Hampshire  
Department of Health and Human Services

3/4/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

AHS Staffing LLC

2/27/2025

Date

Signed by:

*Dan Turner*

Name: Dan Turner

Title: President, AHS Staffing

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

OFFICE OF THE ATTORNEY GENERAL

3/5/2025

Date

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

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

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

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

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

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients' with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 AHS STAFFING LLC is a Oklahoma Limited Liability Company registered to transact business in New Hampshire on November 09, 2010. 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: 638521

Certificate Number: 0006775390



IN TESTIMONY WHEREOF,  
I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 10th day of September A.D. 2024.

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

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 2/27/2025
Effective Date: 2/27/2025
Business ID: 638521
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>AHS STAFFING LLC</b>
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>
BUSINESS ID: <b>638521</b>
STATE OF FORMATION: <b>Oklahoma</b>

PREVIOUS PRINCIPAL OFFICE ADDRESS	PREVIOUS MAILING ADDRESS
3051 Willowood Rd Edmond, OK, 73034, USA	3051 Willowood Rd Edmond, OK, 73034, USA

NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
3051 Willowood Rd Edmond, OK, 73034 - 9725, USA	3051 Willowood Rd Edmond, OK, 73034 - 9725, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street Suite 313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Providing contract pharmacists to pharmacies in</b>	

MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Mark Smith	3051 Willowood Road, Edmond, OK, 73034, USA	Manager
Trebor Nall	3051 Willowood Rd, Edmond, OK, 73034, USA	Manager
Trio Workforce Solutions, Inc.	3051 Willowood Rd, Edmond, OK, 73034, USA	Member

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: Manager

Signature: Mark Smith

Name of Signer: Mark Smith

## CERTIFICATE OF AUTHORITY

I, **Trebor Nall, CFO**, hereby certify that:

1. I am a duly elected Officer of **AHS Staffing, LLC**

2. The following is a true copy of a vote taken by the Board of Directors, duly held on **October 1, 2022**, at which a quorum of the Directors were present and voting.

**VOTED:** That the **President of AHS Staffing, LLC** (an office held by Dan Turner as of Monday, February 24, 2025), is duly authorized on behalf of **AHS Staffing, LLC** to enter into contracts or agreements and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary.

Said authority includes entering into agreements with the State of New Hampshire and any of its agencies or departments and further is authorized.

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

Dated: February 26, 2025

DocuSigned by:

*Trebor Nall*

Signature of Elected Officer

Name: Trebor Nall

Title: CFO





**ADDITIONAL REMARKS SCHEDULE**

<b>AGENCY</b> Arthur J. Gallagher Risk Management Services, LLC		<b>NAMED INSURED</b> AHS Staffing, LLC 3051 Willowood Rd. Edmond, OK 73034	
<b>POLICY NUMBER</b>		<b>EFFECTIVE DATE:</b> 10/01/2024	
<b>CARRIER</b>	<b>NAIC CODE</b> N/A		

**ADDITIONAL REMARKS**

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
**FORM NUMBER:** ACORD 125 **FORM TITLE:** COMMERCIAL INSURANCE APPLICATION INFORMATION SECTION

30 day NOC to others

Any person or organization with whom you have agreed to provide 30 days prior written notice of cancellation, as identified on the list of such persons or organizations that is currently on file with the company

**Additional Remarks Schedule**

Crime Policy # PPK2610953003, Philadelphia Indemnity Insurance Company, 10-1-24/25, Limit: \$500,000 per occurrence for Client's coverage for your employee's dishonest acts; \$10,000 deductible per occurrence; Loss Payee: Any person or organization who you are required under a written contract or agreement to add to this policy as a loss payee, as their interest may appear.

Employment Practices Liability Policy # PPK2610953003, Philadelphia Indemnity Insurance Company, 10-1-24/25; Limits: Employment Practices, \$2,000,000 each Policy Period/\$2,000,000 Aggregate; Retention: \$100,000 for each claim.

Workers Compensation Employers Liability: Blanket Waiver of subrogation applies per form #WC000313(4-84). Blanket Alternate Employer endorsement applies per form #WC000301A. Workers Compensation does not apply to the Monopolistic states of Ohio, Washington, Wyoming and North Dakota.

Stop Gap Employer Liability: Policy #PPK2610953003, Philadelphia Indemnity Insurance Company, 10-1-24/25; States: North Dakota, Ohio, Washington, Wyoming: \$1,000,000/\$1,000,000/\$1,000,000 limits.

Abusive Conduct Liability: Policy # PPK2610953003, Philadelphia Indemnity Insurance Company, 10-1-24/25; Aggregate Limit \$2,000,000/ Each Abusive Condition Limit \$1,000,000; \$50,000 deductible applies.

Cyber Liability: Policy #ESN0340085132, Underwriters at Lloyd's London, 10-1-24/25, \$5,000,000 each claim/\$5,000,000 aggregate limit; \$150,000 retention each claim. Additional insured per form #Cyber V1.0.

Excess Cyber Liability: Policy #CXS-108096687-00, Accredited Specialty Insurance Company, 10-1-24/25; \$5,000,000 each claim/ \$5,000,000 aggregate limit

General Liability: Blanket Additional Insured form #CG20260413 applies. Blanket Waiver of subrogation, and primary, non-contributory wording provided in form #PIGLDTS1115. Deductible: BI/PD \$50,000 per claim. Blanket Notice of cancellation applies per Form #PICANXAICH0020511. Separation of insureds included in form #CG00010413.

Auto: Blanket Designated Insured form #CA2048P0299 applies. Blanket Waiver of subrogation form #CA04440310 applies. Primary, noncontributory coverage applies per form #PIMANU20100. Blanket Notice of cancellation applies per Form #PI-CANXAICH0020511. Separation of insureds included.

Professional Liability: Blanket Additional Insured, Blanket Waiver of Subrogation and Primary, Non-Contributory apply per form #PITSMANU. \$50,000 deductible applies. Blanket Notice of cancellation applies per Form #PI-CANXAICH0020511. Medical professional per Allied Healthcare endorsement #PITS0090512. Separation of insureds included.

Umbrella: Underlying Coverages: General Liability, Professional Liability, Employer's Liability and Stop Gap.

Coverage is subject to actual policy terms and conditions.



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

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

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

November 17, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc., (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

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

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 4

2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenciff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenciff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenciff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenciff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenciff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

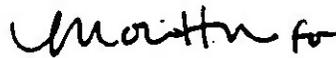
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

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

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

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the hourly rate in the applicable Tables above.

Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

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

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

State of New Hampshire  
Department of Health and Human Services

12/7/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

AHS Staffing LLC

11/20/2023

Date

DocuSigned by:

*Brent Bormaster*

Name: Brent Bormaster

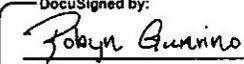
Title: President

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

OFFICE OF THE ATTORNEY GENERAL

12/7/2023

Date

DocuSigned by:  
  
Name: Raby Guarino  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

15 mac



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

Lori A. Weaver  
Interim Commissioner  
  
Ellen M. Lapolite  
Chief Executive Officer

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

June 15, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenclyff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025, 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

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

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

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

units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

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

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenduff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-02)

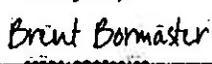
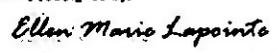
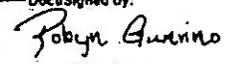
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**I. IDENTIFICATION:**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name AHS Staffing.LLC		1.4 Contractor Address 226 E. Sixteenth St, Suite A Traverse City, MI 49684	
1.5 Contractor Phone Number (302) 524-2128	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation Shared Price Limitation of \$3,770,000
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/8/2023		1.12 Name and Title of Contractor Signatory Brent Bormaster, Resident	
1.13 State Agency Signature DocuSigned by:  Date: 6/9/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe, Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) DocuSigned by: By:  On: 6/9/2023			
1.17. Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials: DS  
BB  
 Date: 6/8/2023

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

## 8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

## 9. TERMINATION.

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

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

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

## 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

## 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

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

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

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

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

#### 14. INSURANCE.

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

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

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

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

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

#### 15. WORKERS' COMPENSATION.

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

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

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

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

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

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

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

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

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

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

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

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EXHIBIT A

Revisions to Standard Agreement Provisions

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glencliff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenciff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenciff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

**1.13. Background Checks**

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

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

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

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

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

New Hampshire Department of Health and Human Services  
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EXHIBIT B

- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

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

**EXHIBIT B**

- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

**EXHIBIT B**

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

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

**3.2. Credits and Copyright Ownership**

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

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

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

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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

**EXHIBIT B**

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- evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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

**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glencliff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glencliff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glencliff**

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

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is e-mailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenclyff invoices may be emailed to:

[Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

**11. Audits**

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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

**EXHIBIT C**

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- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

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

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

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

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

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

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

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New Hampshire Department of Health and Human Services  
Exhibit D

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

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

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

Vendor Name: American Health Staffing Group dba AHS Staffin

6/8/2023

Date

DocuSigned by:

Brent Bormaster

Name: Brent Bormaster

Title: President

Vendor Initials **BB**  
Date 6/8/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

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

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

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

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

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

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

Vendor Name: American Health Staffing Group dba AHS Staffing

6/8/2023

Date

DocuSigned by:

*Brent Bormaster*

Name: Brent Bormaster

Title: President

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Exhibit E - Certification Regarding Lobbying

Vendor Initials

Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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New Hampshire Department of Health and Human Services  
Exhibit F

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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: American Health Staffing Group dba AHS Staf

6/8/2023

Date

DocuSigned by:

Brent Bormaster

Name: Brent Bormaster

Title: President

DS  
BB

Contractor Initials

6/8/2023

Date

New Hampshire Department of Health and Human Services  
Exhibit G



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

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

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

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

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

Exhibit G

Contractor Initials

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

New Hampshire Department of Health and Human Services  
Exhibit G



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

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

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

Contractor Name: American Health Staffing Group dba AHS Staff

6/8/2023

Date

DocuSigned by:

Brent Bormaster

Name: Brent Bormaster

Title: President

Exhibit G

Contractor Initials

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

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

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

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

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

Contractor Name: American Health Staffing Group dba AHS Staf

6/8/2023

Date

DocuSigned by:

*Brent Bormaster*

Name: Brent Bormaster

Title: President

DS  
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New Hampshire Department of Health and Human Services



Exhibit I

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**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

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Contractor Initials  
Date 6/8/2023



New Hampshire Department of Health and Human Services  
Exhibit J

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

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

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

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

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

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

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

Contractor Name: American Health Staffing Group dba AHS Staff

6/8/2023

Date

DocuSigned by:

Brent Bormaster

Name: Brent Bormaster

Title: President

Contractor Initials

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Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit J



FORM A

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

- The UEI (SAM.gov) number for your entity is: VKKQCF37UUK7
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

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

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

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

NO  YES

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

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

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

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

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

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

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

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

- 7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

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

New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**V. LOSS REPORTING**

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

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

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Aya Healthcare, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

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

June 30, 2027

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

Shared Price Limitation of \$28,800,000

- 3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.

- 4. Modify Exhibit C, Payment Terms, Section 2, to read:

2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

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

- 3. This Agreement is funded by:

3.1 20% General Funds

3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).

- 6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:

- 5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenciff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenciff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenciff	\$100.00
3	Licensed Practical Nurses (LPN), Glenciff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenciff invoices may be emailed to: Glenciff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

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

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

State of New Hampshire  
Department of Health and Human Services

3/6/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Aya Healthcare, Inc.

3/5/2025

Date

DocuSigned by:

*Peter Kaufman*

Name: Peter Kaufman

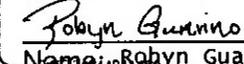
Title: EVP

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

OFFICE OF THE ATTORNEY GENERAL

3/6/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

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

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:

1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.

1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.

1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.

1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.

1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:

1.9.1.1. Assisting in admission procedures.

1.9.1.2. Searching for contraband.

1.9.1.3. Orienting the patient to the unit/hospital environment.

1.9.1.4. Identifying and recording patient valuables.

1.9.1.5. Completing documentation requirements.

1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.

1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.

1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.

1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.

1.9.1.10. Utilizing a supportive approach with anxious and agitated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

1.10.1. PSWs must possess at least a master's degree in social work (MSW)

**New Hampshire Department of Health and Human Services  
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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

**New Hampshire Department of Health and Human Services  
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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
  - 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
  - 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
  - 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.
- 1.12. Compensation**
- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.
- 1.13. Compliance**
- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
  - 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
    - 1.13.2.1. Site visits.
    - 1.13.2.2. File reviews.
    - 1.13.2.3. Staff training.
- 1.14. Background Checks**
- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
    - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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

**EXHIBIT B Amendment #2**

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls<sup>bs</sup> and

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

**EXHIBIT B Amendment #2**

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 AYA HEALTHCARE, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on June 09, 2017. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 772360

Certificate Number: 0006740045



IN TESTIMONY WHEREOF,  
I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 22nd day of July A.D. 2024.

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

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/21/2025
Effective Date: 3/21/2025
Business ID: 772360
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>AYA HEALTHCARE, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>772360</b>
STATE OF INCORPORATION: <b>Delaware</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
5930 Cornerstone Court West Suite 300 San Diego, CA, 92121, USA	5930 Cornerstone Court West Suite 300 San Diego, CA, 92121, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street S313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Temporary staffing services</b>	

OFFICER-/ DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Alan Braynin	5930 Cornerstone Court West, Suite 300, San Diego, CA, 92121, USA	President
Laura MacNeel	5930 Cornerstone Court West, Suite 300, San Diego, CA, 92121, USA	Secretary
Alan Braynin	5930 Cornerstone Court West, Suite 300, San Diego, CA, 92121, USA	Treasurer
Alan Braynin	5930 Cornerstone Court West, Suite 300, San Diego, CA, 92121, USA	Director

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.	
Title: <u>Secretary</u>	
Signature: <u>Laura MacNeel</u>	
Name of Signer: <u>Laura MacNeel</u>	



Laura MacNeel  
legalprocess@ayahealthcare.com  
Direct Dial & Fax: 858-687-7393

March 5, 2025

**VIA ELECTRONIC MAIL**

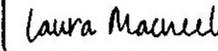
New Hampshire Department of Health and Human Services  
Bureau of Contracts & Procurement  
129 Pleasant Street  
Concord, NH 03301  
Email: Dean.B.Fancy@dhhs.nh.gov

Re: Authorized Signer – Peter Kaufman, EVP, Enterprise Services

To Whom It May Concern:

I, Laura MacNeel, in my capacity as Secretary of Aya Healthcare, Inc. (the "Company"), do hereby confirm that Peter Kaufman, EVP, Enterprise Services of Aya Healthcare, Inc., was appointed as an authorized signer of the Company pursuant to an Acton by Written Consent of the Sole Director of the Board of Directors of the Company, effective as of May 11, 2023, to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, on behalf of the Company. I further confirm that such authorization has not been amended or repealed and remains in full force and effect, and that such authorization was in full force and effect on March 5, 2025 when Amendment #2 to the Temporary Staff Services contract between the Company and the State of New Hampshire, Department of Health and Human Services, was signed by Peter Kaufman on behalf of the Company. It is understood that the State of New Hampshire will rely on this letter as evidence that I currently occupy the corporate office listed above and have the authority to make the statements stated herein on behalf of the Company.

Sincerely,

Signed by:  
  
100712E4EBC1479  
Laura MacNeel  
Secretary, Aya Healthcare, Inc.  
Signed: March 5, 2025







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

Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

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

November 17, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 4

Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

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

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 4

2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glencliff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glencliff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glencliff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glencliff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glencliff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

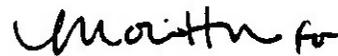
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 4 of 4

The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Aya Healthcare, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraphs 5.3.3 and 5.3.4, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

OS  
pk

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

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

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

State of New Hampshire  
Department of Health and Human Services

12/21/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Aya Healthcare, Inc.

12/20/2023

Date

DocuSigned by:

*Peter Kaufman*

Name: Peter Kaufman

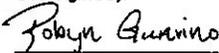
Title: EVP

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

OFFICE OF THE ATTORNEY GENERAL

1/2/2024

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:



ARC  
16

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

Lori A. Weaver  
Interim Commissioner

Ellen M. Lapointe  
Chief Executive Officer

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

June 21, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective upon Governor and Council approval, through June 30, 2025. 31% General Funds; 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
Aya Healthcare, Inc. (San Diego, CA)	300930	\$3,770,000
Focus-Staff Services LP (Dallas, TX)	441617	
International SOS Government Medical Services, Inc. (Houston, TX)	449642	
<b>Total</b>		<b>\$3,770,000</b>

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

05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			Subtotal	\$2,750,000
			Total	\$3,770,000

**EXPLANATION**

The purpose of this request is to secure additional temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenciff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Department's intent to bring additional bed capacity in the E/F units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

The Department presented the other 13 contracts resulting from this Request for Applications (RFA) to the Governor and Executive Council at the June 28, 2023 meeting. The Department is presenting the remaining three (3) Contractors who required additional time to obtain the required MOP-150 documentation to complete the contract binders.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, but vacancies remain high across the board; RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However, these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

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

Respectfully submitted,

  
For Lon A. Weaver  
Interim Commissioner

Project ID # RFA-2024-NHH-01-TEMPO

Project Title Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	Alf's Well, Inc. dba Alf's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc.	BayInfotech, LLC
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<i>Not Applicable - No Cost Proposal for RFA</i>					

<u>Reviewer Name</u>	<u>Title</u>
1. Anne Durant	NHH, Nursing Coordinator
2. Kevin Lincoln	Director of Finance of Glenduff Home
3. Bret Mason	NHH, Chief Financial Officer
4. Donna Ferland	NHH, Finance Director
5. Carol Delisle	NHH, Assistant Chief Nursing Officer

Career Staff Unlimited LLC	Cell Staff LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

Health Advocates Network Inc., dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106

*Not Applicable - No Cost Proposal for RFA.*

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
135	58	93	111	121	115

Sunburst Workforce Advisors, LLC (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-03)

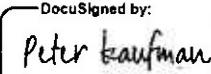
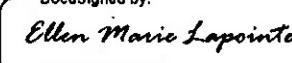
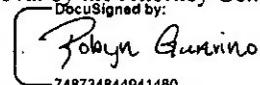
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Aya Healthcare, Inc.		1.4 Contractor Address 5930 Cornerstone Court West, #300 San Diego, CA 92121	
1.5 Contractor Phone Number 858-263-0845	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation Shared Price Limitation of \$3,770,000
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/23/2023		1.12 Name and Title of Contractor Signatory Peter Kaufman EVP	
1.13 State Agency Signature DocuSigned by:  Date: 6/23/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe 6/23/2023	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) DocuSigned by: By:  On: 6/26/2023			
1.17 Approval by the Governor and Executive Council (if applicable)  G&C Item number: _____ G&C Meeting Date: _____			

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

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

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

**9. TERMINATION.**

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

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

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

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

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

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

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

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

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

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

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

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

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

**14. INSURANCE.**

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

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

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

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

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

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

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

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

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

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

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

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective upon Governor and Executive Council approval ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

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

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

**EXHIBIT B**

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**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire.
  - 1.2.2. Resumes.
  - 1.2.3. CPR certification, as required by state law.
  - 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
    - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
      - 1.2.4.2.1. Hepatitis B.
      - 1.2.4.2.2. Influenza.
      - 1.2.4.2.3. MMR.
      - 1.2.4.2.4. Varicella (chickenpox).
      - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
      - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
      - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
    - 1.2.4.3. At least three (3) professional references.
    - 1.2.4.4. Drug screening as applicable.
- 1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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

**EXHIBIT B**

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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

**EXHIBIT B**

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.

- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
- 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
- 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
- 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
- 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies, and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

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

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
  - 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

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

**3.2. Credits and Copyright Ownership**

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

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

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

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and  original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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**Payment Terms**

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$2,010,000</b>	<b>\$1,760,000</b>	<b>\$3,770,000</b>

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glencliff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**EXHIBIT C**

- 7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:
- Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301
- 9.6.2 Glenclyff invoices may be emailed to:
- [Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:
- Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238
8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation, and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
11. Audits
- 11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
- 11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
- 11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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**EXHIBIT C**

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- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

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Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

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

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

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

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

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

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



New Hampshire Department of Health and Human Services  
Exhibit D

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

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

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

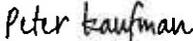
Place of Performance (street address, city, county, state, zip code) (list each location)

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

Vendor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:  
  
 Name: Peter Kaufman  
 Title: EVP

Vendor Initials   
 Date 6/23/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

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

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

Programs (indicate applicable program covered):

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

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

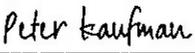
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection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

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

Vendor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:  
  
 Name: Peter Kaufman  
 Title: EVP

Vendor Initials   
 Date 6/23/2023



New Hampshire Department of Health and Human Services  
Exhibit F

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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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New Hampshire Department of Health and Human Services  
Exhibit F

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

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

PRIMARY COVERED TRANSACTIONS

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

LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:

Peter Kaufman

Name: Peter Kaufman

Title: EVP

DS  
pk



New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

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

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

Exhibit G

Contractor Initials DS  
PK

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



New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

Contractor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:  
*Peter Kaufman*  
Name: Peter Kaufman  
Title: EVP

Exhibit G

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

DS  
*pk*

Contractor Initials



New Hampshire Department of Health and Human Services  
Exhibit H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

Contractor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:  
*Peter Kaufman*  
Name: Peter Kaufman  
Title: EVP

Contractor Initials PK  
Date 6/23/2023

New Hampshire Department of Health and Human Services



Exhibit I

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**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials DS  
pk  
Date 6/23/2023



New Hampshire Department of Health and Human Services  
Exhibit J

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

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

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

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

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

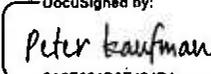
The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees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

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

Contractor Name: Aya Healthcare

6/23/2023

Date

DocuSigned by:  
  
 Name: Peter Kaufman  
 Title: EVP

Contractor Initials   
 Date 6/23/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

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

- The UEI (SAM.gov) number for your entity is: TVNNU4H3C3D8
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

  X   NO                             YES

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

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

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

       NO                             YES

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

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

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

Name: _____	Amount: _____

# New Hampshire Department of Health and Human Services

## Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

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

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

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

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

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



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

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

#### I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

##### A. Business Use and Disclosure of Confidential Information.

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



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

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

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



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

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

#### V. LOSS REPORTING

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

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

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

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

**Exhibit K**

**DHHS Information Security Requirements**



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

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

**VI. PERSONS TO CONTACT**

- A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

- B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Career Staff Unlimited, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

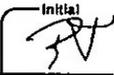
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Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

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

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

State of New Hampshire  
Department of Health and Human Services

3/18/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Career Staff Unlimited, LLC

3/18/2025

Date

Signed by:

*Ryan Taylor*

Name: Ryan Taylor

Title: vice President of Operations

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

OFFICE OF THE ATTORNEY GENERAL

3/19/2025  
Date

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

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

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

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

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
  - 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
  - 1.6.1.7. Monitoring staffing throughout the hospital.
  - 1.6.1.8. Demonstrate positive leadership.
- 1.7. RN and LPN Position Requirements**
- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
    - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.7.1.2. Executing charge nurse responsibilities.
    - 1.7.1.3. Administering medication(s).
    - 1.7.1.4. Processing of physician orders.
    - 1.7.1.5. Monitoring vital signs.
    - 1.7.1.6. Testing blood glucose levels.
    - 1.7.1.7. Completing treatments.
    - 1.7.1.8. Conducting pain assessments.
    - 1.7.1.9. Changing dressings.
    - 1.7.1.10. Providing venipuncture services.
    - 1.7.1.11. Management of the milieu.
    - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
    - 1.7.1.13. Communicating both verbally and in writing to report related findings.
    - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

1.10.1. PSWs must possess at least a master's degree in social work (MSW)

**New Hampshire Department of Health and Human Services  
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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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- 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
  - 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
  - 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
  - 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
  - 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
  - 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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Temporary Staff Services**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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

**EXHIBIT B Amendment #2**

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glencliff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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

**EXHIBIT B Amendment #2**

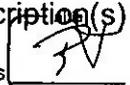
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)



New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department



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

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wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

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

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

**EXHIBIT B Amendment #2**

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compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

4.2. During the term of this Agreement and the period for retention hereunder the

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

**EXHIBIT B Amendment #2**

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Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.

- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 CAREERSTAFF UNLIMITED, LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on December 08, 2015. 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: 736057

Certificate Number: 0006742479



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 25th day of July A.D. 2024.

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

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/21/2025
Effective Date: 3/21/2025
Business ID: 736057
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>CAREERSTAFF UNLIMITED, LLC</b>
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>
BUSINESS ID: <b>736057</b>
STATE OF FORMATION: <b>Delaware</b>

PREVIOUS PRINCIPAL OFFICE ADDRESS	PREVIOUS MAILING ADDRESS
<b>101 E. State Street Kennett Square, PA, 19348, USA</b>	<b>NONE</b>

NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
<b>7925 JONES BRANCH DR #1100 Mc Lean, VA, 22102, USA</b>	<b>7925 JONES BRANCH DR #1100 Mc Lean, VA, 22102, USA</b>

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>FILEJET INC. (892926)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>3 Executive Park Dr., Ste 211 Bedford, NH, 03110 - 6975, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Provides health care professionals on a temporary staffing basis.</b>	

MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>ETHAN WALRATH</b>	<b>7925 JONES BRANCH DR, #1100, McLean, VA, 22102, USA</b>	<b>President</b>

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.		
Title: <b>President</b>		
Signature: <b>ETHAN WALRATH</b>		
Name of Signer: <b>ETHAN WALRATH</b>		

CERTIFICATE OF AUTHORITY

I, E. Todd Walcott, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Career Staff Unlimited LLC  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on February 25, 2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

VOTED: That Ryan Taylor VP operations (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Career Staff Unlimited LLC to enter into contracts or agreements with the State  
(Name of Corporation/LLC)

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

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

Dated: 3-17-25

ETW Walcott  
Signature of Elected Officer  
Name: Todd Walcott  
Title: Chief Executive Officer and Secretary

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/26/2024

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 any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: USI Insurance Svcs, LLC CL, 11350 McCormick Rd, Suite 1203, Hunt Valley, MD 21030. CONTACT NAME: Judy Walsh, PHONE: 410-773-4387, E-MAIL: Judy.Walsh@usi.com. INSURER(S) AFFORDING COVERAGE: INSURER A: TDC Specialty Insurance Company (NAIC # 34487), INSURER B: Pennsylvania Manufacturers Indemnity Co (41424), INSURER C: Vantage Risk Specialty Insurance Co. (16275), INSURER D: , INSURER E: , INSURER F: .

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSR, SUBR WVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include Commercial General Liability, Automobile Liability, Umbrella Liab, Workers Compensation and Employers' Liability, and Professional Liab.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Professional Liability Con't Each Claim Sublimit- Physical Abuse/Sexual Misconduct: \$1,000,000 Aggregate Sublimit- Physical Abuse/Sexual Misconduct: \$1,000,000 C. Excess Medical Professional Liability (General Liability and Professional Only) (See Attached Descriptions)

CERTIFICATE HOLDER CANCELLATION

CERTIFICATE HOLDER: State of NH Department of Health and Human Services, 129 Pleasant Street, Concord, NH 03301-3857. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: [Signature]

## DESCRIPTIONS (Continued from Page 1)

Vantage Risk Specialty Insurance Company - Policy# P03HC000060870

6-17-2024 to 4-10-2025

Claims Made-Retro Date: 6-17-2024

Each Occurrence of Offense Limit \$1,000,000/Aggregate Limit: \$1,000,000

RE: CTM Facility #56050.

The General liability policy includes an automatic Additional Insured endorsement that provides Additional Insured status to the Certificate Holder only when there is a written contract that requires such status, and only with regard to work performed by or on behalf of the named insured.



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

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

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

November 17, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 4

Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

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

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 4

2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenciff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenciff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenciff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenciff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenciff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

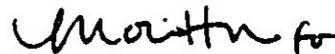
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 4 of 4

The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and CareerStaff Unlimited, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one

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and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

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

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

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

CareerStaff Unlimited, LLC

11/15/2023

Date

DocuSigned by:

*Teresa Reinhardt, VP Finance*

Name: Teresa Reinhardt, VP Finance

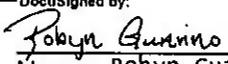
Title: Vice President of Finance

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

OFFICE OF THE ATTORNEY GENERAL

12/4/2023

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

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mac



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

Lori A. Weaver  
Interim Commissioner  
  
Ellen M. Lapelate  
Chief Executive Officer

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

June 15, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years effective July 1, 2023, upon Governor and Council approval, through June 30, 2025, 31% General Funds; 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

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

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			Subtotal	\$1,020,000

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			Subtotal	\$2,750,000
			Total	\$3,770,000

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

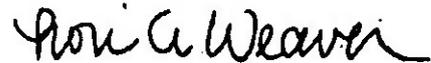
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

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

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenclyff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc *	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
135	58	93	111	121	115

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-04)

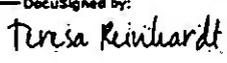
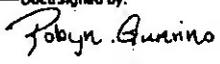
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name CareerStaff Unlimited, LLC		1.4 Contractor Address 6333 N. State Highway 161 #100 Irving, TX 75038	
1.5 Contractor Phone Number 469-636-9750	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/6/2023		1.12 Name and Title of Contractor Signatory Teresa Reinhardt Vice President of Finance	
1.13 State Agency Signature DocuSigned by:  Date: 6/6/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Laporte Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) DocuSigned by: By:  On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable)  G&C Item number: _____ G&C Meeting Date: _____			

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

## 8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

## 9. TERMINATION.

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

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

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

## 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

## 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

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

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

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

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

**14. INSURANCE:**

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

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

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

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement not later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

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

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

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

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

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

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

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

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

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

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

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

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

**EXHIBIT A**

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**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

**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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").**

**1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:**

**3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.**

**1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:**

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

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

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms.

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C) Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

**1.13. Background Checks**

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

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

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

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

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

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
  - 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

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

**3.2. Credits and Copyright Ownership**

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

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

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

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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

**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to:

[Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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

**EXHIBIT C**

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- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS.**

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

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

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

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

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

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

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New Hampshire Department of Health and Human Services  
Exhibit D

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

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

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

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

Vendor Name: CareerStaff unlimited, LLC

6/6/2023

Date

DocuSigned by:  
  
 Name: Teresa Reinhardt  
 Title: vice president of finance



New Hampshire Department of Health and Human Services  
Exhibit E

CERTIFICATION REGARDING LOBBYING

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

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

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

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

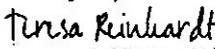
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection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

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

Vendor Name: careerStaff unlimited, LLC

6/6/2023

Date

DocuSigned by:  
  
 Name: Teresa Reinhardt  
 Title: Vice President of Finance

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Vendor Initials  
Date 6/6/2023

New Hampshire Department of Health and Human Services  
Exhibit F



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

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

**INSTRUCTIONS FOR CERTIFICATION**

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

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New Hampshire Department of Health and Human Services  
Exhibit F

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

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

PRIMARY COVERED TRANSACTIONS

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

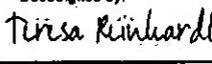
LOWER TIER COVERED TRANSACTIONS

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

Contractor Name: CareerStaff unlimited, LLC

6/6/2023

Date

DocuSigned by:  
  
 Name: Teresa Reinhardt  
 Title: Vice President of Finance

Contractor Initials:   
 Date: 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

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

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

Exhibit G

Contractor Initials

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



New Hampshire Department of Health and Human Services  
Exhibit G

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

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

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

Contractor Name: CareerStaff Unlimited, LLC

6/6/2023

Date

DocuSigned by:

Teresa Reinhardt

Name: Teresa Reinhardt

Title: Vice President of Finance

Exhibit G

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

Contractor Initials

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New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

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

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

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

Contractor Name: CareerStaff Unlimited, LLC

6/6/2023

Date

DocuSigned by:

*Teresa Reinhardt*

Name: Teresa Reinhardt

Title: Vice President of Finance

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

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Contractor Initials

Date 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit J

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

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

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

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

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

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

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

Contractor Name: CareerStaff unlimited, LLC

6/6/2023

Date

DocuSigned by:

Teresa Reinhardt

Name: Teresa Reinhardt

Title: vice president of finance

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Contractor Initials

Date 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

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

1. The UEI (SAM.gov) number for your entity is: MR42MF5CRFN4
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

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

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

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

NO  YES

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

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

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

Name: _____	Amount: _____

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

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

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

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

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

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



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

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit), will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

#### I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

##### A. Business Use and Disclosure of Confidential Information.

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
- 3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
- 4. The Contractor agrees that DHHS Data or derivative therefrom disclosed to an End User must only be used pursuant to the terms of this Contract.
- 5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
- 6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.

10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).

11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



- whole, must have aggressive intrusion-detection and firewall protection.
6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

#### B. Disposition

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

#### IV. PROCEDURES FOR SECURITY

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**V. LOSS REPORTING**

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

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

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

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



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

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

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and CMG CIT Acquisition, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

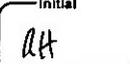
Initial  
  
 Date 2/14/2025

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenciff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenciff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenciff	\$100.00
3	Licensed Practical Nurses (LPN), Glenciff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

**\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.**

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

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

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

State of New Hampshire  
Department of Health and Human Services

2/19/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

CMG CIT Acquisition, LLC

2/14/2025

Date

Signed by:

*Aram Hampoian*

Name: Aram Hampoian

Title: president / CEO

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

OFFICE OF THE ATTORNEY GENERAL

2/22/2025

Date

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

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

New Hampshire Department of Health and Human Services  
Temporary Staff Services  
**EXHIBIT B Amendment #2**

Scope of Services

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

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

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MOW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenciff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glencliff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
- 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. **Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

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

**3. Additional Terms**

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

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 CMG CIT ACQUISITION, LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on November 29, 2017. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 783425

Certificate Number: 0006773775



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 5th day of September A.D. 2024.

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

David M. Scanlan  
Secretary of State



**State of New Hampshire**  
**Department of State**  
**2025 ANNUAL REPORT**

Filed
Date Filed: 2/13/2025
Effective Date: 2/13/2025
Business ID: 783425
David M. Scanlan Secretary of State

BUSINESS NAME: <b>CMG CIT ACQUISITION, LLC</b>
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>
BUSINESS ID: <b>783425</b>
STATE OF FORMATION: <b>Delaware</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
655 South Willow Street Suite 128 Manchester, NH, 03103, USA	655 South Willow Street Suite 128 Manchester, NH, 03103, USA

REGISTERED AGENT AND OFFICE
REGISTERED AGENT: <b>Registered Agent Solutions, Inc. (428808)</b>
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street 313 Concord, NH, 03301, USA</b>

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Provide healthcare professional staffing - NAICS 561300.</b>	

MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
JO NEWELL	655 South Willow Street Suite 128, Manchester, NH, 03103, USA	Manager
ARAM HAMPOIAN	655 South Willow Street Suite 128, Manchester, NH, 03103, USA	Member
GREG HENRICHON	655 South Willow Street Suite 128, Manchester, NH, 03103, USA	Member
JO NEWELL	655 South Willow Street Suite 128, Manchester, NH, 03103, USA	Member

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.
Title: <b>Manager</b>
Signature: <b>Jo Newell</b>
Name of Signer: <b>Jo Newell</b>

### CERTIFICATE OF AUTHORITY

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

1. I am a duly elected Clerk/Secretary/Officer of CMG CIT Acquisition LLC, dba CoreMedical Group.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on 2/14/2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

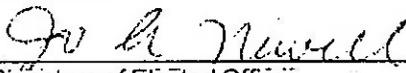
**VOTED:** That Aram Hampoian President / CEO (may list more than one person) (Name and Title of Contract Signatory)

is duly authorized on behalf of CMG CIT Acquisition LLC, dba CoreMedical Group to enter into contracts or agreements with the State (Name of Corporation/ LLC)

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

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

Dated: 2/14/2025

  
\_\_\_\_\_  
Signature of Elected Officer  
Name: **Jo A Newell**  
Title: **CFO**





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

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

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

November 17, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

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

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glencliff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glencliff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glencliff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glencliff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glencliff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

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

Respectfully submitted,



Lori A. Weaver  
Commissioner

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

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and CMG CIT Acquisition, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

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

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

1. Form P-37, General Provisions, Block 1.3, Contractor Name, to read:  
CMG CIT Acquisition, LLC.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
3. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

4. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1: The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
5. Exhibit C, Section 5, Subsection 5.3, Paragraphs 5.3.3 and 5.3.4, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift

at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

<sup>DS</sup>  
AH

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

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

State of New Hampshire  
Department of Health and Human Services

12/4/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

CMG CIT Acquisition, LLC

12/1/2023

Date

DocuSigned by:

*Aram Hampoian*

Name: Aram Hampoian

Title: President / CEO

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

OFFICE OF THE ATTORNEY GENERAL

12/12/2023

Date

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

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

15 mac



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

Lori A. Weaver  
Interim Commissioner

Eileen M. Lapointe  
Chief Executive Officer

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

June 15, 2023

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross-Country Staffing, Inc. (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

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

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

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and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

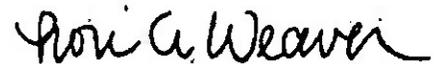
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

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

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<i>Not Applicable - No Cost Proposal for RFA</i>					

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenduff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC*	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc. *	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-05)

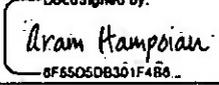
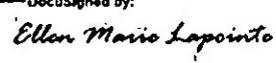
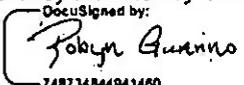
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

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

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name CMG CIT Acquisition, LLC		1.4 Contractor Address 655 South Willow Street, Suite 128 Manchester, NH 03103	
1.5 Contractor Phone Number (800) 995-2673	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/2/2023		1.12 Name and Title of Contractor Signatory Aram Hampoian President / CEO	
1.13 State Agency Signature DocuSigned by:  Date: 6/6/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials OS  
AH  
 Date 6/2/2023

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

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

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

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

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

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

Contractor Initials

DS  
AK

Date 6/2/2023

### 8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

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

### 9. TERMINATION.

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

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

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

### 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. **CONTRACTOR'S RELATION TO THE STATE:** In the performance of this Agreement the Contractor is, in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

### 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omissions of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

#### 14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

#### 15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*Workers' Compensation*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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Scope of Services

1. Statement of Work

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glencliff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCEA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

1.13. Background Checks

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.14. Department Owned Devices, Systems and Network Usage

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature line information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

**Payment Terms**

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$2,010,000</b>	<b>\$1,760,000</b>	<b>\$3,770,000</b>

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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New Hampshire Department of Health and Human Services  
 Temporary Staff Services

EXHIBIT C

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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New Hampshire Department of Health and Human Services  
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EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37; General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
11. Audits
  - 11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
    - 11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
    - 11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.acl@dhhs.nh.gov](mailto:dhhs.acl@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

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New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

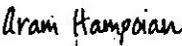
Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: CMG CIT Acquisition LLC, dba CoreMedical Group

6/2/2023

Date

DocuSigned by:  
  
 Name: Aram Hampoian  
 Title: President / CEO

Vendor Initials   
 Date 6/2/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

- \* US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
- \* US DEPARTMENT OF EDUCATION - CONTRACTORS
- \* US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: CMG CIT Acquisition LLC, dba Coremedical Group

6/2/2023

Date

DocuSigned by:

*Aram Hampoian*

Name: Aram Hampoian

Title: President / CEO

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Vendor Initials

Date 6/2/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

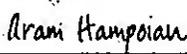
LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: CMG CIT Acquisition LLC, dba CoreMedical Gro

6/2/2023

Date

DocuSigned by:  
  
 Name: Arani Hampoian  
 Title: President / CEO

Contractor Initials  
  
 Date 6/2/2023



New Hampshire Department of Health and Human Services  
Exhibit G

**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities, in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants; or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: CMG CIT Acquisition, LLC, dba CoreMedical Gro

6/2/2023

Date

DocuSigned by:  
*Aram Hampoian*  
Name: Aram Hampoian  
Title: President / CEO

Exhibit G

Contractor Initials

DS  
AH

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: CMG CIT Acquisition LLC, dba CoreMedical Gro

6/2/2023

Date

DocuSigned by:  
Aram Hampoian  
Name: Aram Hampoian  
Title: president / CEO

DS  
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Contractor Initials  
Date 6/2/2023

New Hampshire Department of Health and Human Services



Exhibit I

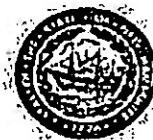
**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

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Contractor Initials  
Date 6/2/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: CMG CIT Acquisition LLC, dba CoreMedical Gro

6/2/2023

Date

DocuSigned by:

*Aram Hampoian*

Name: Aram Hampoian

Title: President / CEO

Contractor Initials

DS  
AH

Date 6/2/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below-listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: 783425
- 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: _____

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# New Hampshire Department of Health and Human Services

## Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.

5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.

6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

**II. METHODS OF SECURE TRANSMISSION OF DATA**

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

#### A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY.

A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services  
Exhibit K  
DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

Contractor Initials DS  
AK

Date 6/2/2023

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

- A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

- B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Compunnel Software Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenciff invoices may be emailed to: Glenciff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/18/2025  
\_\_\_\_\_  
Date

DocuSigned by:  
*Ellen Lapointe*  
\_\_\_\_\_  
Name: Ellen Lapointe  
Title: Chief Executive Officer

Compunnel Software Group, Inc.

2/18/2025  
\_\_\_\_\_  
Date

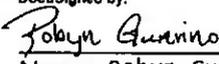
DocuSigned by:  
*Sam Handa*  
\_\_\_\_\_  
Name: Sam Handa  
Title: VP- Business Strategy & Operation

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/1/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

Scope of Services

**1: Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

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Temporary Staff Services**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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Temporary Staff Services

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

1.10.1. PSWs must possess at least a master's degree in social work (MPSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home; and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
- 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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**EXHIBIT B Amendment #2**

described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 COMPUNNEL SOFTWARE GROUP, INC. is a Georgia Profit Corporation registered to transact business in New Hampshire on May 05, 2015. 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: 725651

Certificate Number: 0006752761



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 15th day of August A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 1/13/2025
Effective Date: 1/13/2025
Business ID: 725651
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>COMPUNNEL SOFTWARE GROUP, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>725651</b>
STATE OF INCORPORATION: <b>Georgia</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
<b>103 Morgan Ln. Suite 102 Plainsboro, NJ, 08536, USA</b>	<b>NONE</b>

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>Business Filings Incorporated (420054)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>2 1/2 Beacon Street Concord, NH, 03301 - 4447, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>NOT REQUIRED</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>Rakesh Shah</b>	<b>103 Morgan Lane, Suite 102, Plainsboro, NJ, 08536, USA</b>	<b>President</b>
<b>Rakesh Shah</b>	<b>103 Morgan Lane, Suite 102, Plainsboro, NJ, 08536, USA</b>	<b>Director</b>

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.		
Title: <b>President</b>		
Signature: <b>Rakesh Shah</b>		
Name of Signer: <b>Rakesh Shah</b>		

**CERTIFICATE OF AUTHORITY**

I, Ashish Yadav, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Compunnel Software Group, Inc. \_\_\_\_\_  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on February 20\_\_\_\_\_, 2025\_\_, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Sam Handa VP Business Strategy & operations (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Compunnel Software Group, Inc. to enter into contracts or agreements with the State (Name of Corporation/ LLC) State of NH

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated:02/20/2025\_\_\_\_\_



\_\_\_\_\_  
Signature of Elected Officer

Name: Ashish Yadav

Title:

Program Manager



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
2/25/2025

**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 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> THE CATBIRD SEAT, INC 271 ROUTE 46 W SUITE A201 FAIRFIELD NJ 07004	<b>CONTACT NAME:</b> Arun Parikh <b>PHONE (A/C, No, Ext):</b> (877) 516-3749 <b>FAX (A/C, No):</b> (888) 717-7763 <b>E-MAIL ADDRESS:</b> coi@fickeinsurance.com														
<b>INSURED-</b> COMPUNNEL SOFTWARE GROUP, INC. DBA COMPUNNEL SOFTWARE 4390 ROUTE 1 NORTH, SUITE 302 PRINCETON NJ 08540	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Chubb Indemnity Insurance Company</td> <td>12777</td> </tr> <tr> <td>INSURER B: Great Northern Insurance Company</td> <td>20303</td> </tr> <tr> <td>INSURER C: Hartford Fire Insurance Company</td> <td>19682</td> </tr> <tr> <td>INSURER D: Zurich American Insurance Company</td> <td>16535</td> </tr> <tr> <td>INSURER E: ACE American Insurance Company</td> <td>22667</td> </tr> <tr> <td>INSURER F: Evanston Insurance Company</td> <td>35378</td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Chubb Indemnity Insurance Company	12777	INSURER B: Great Northern Insurance Company	20303	INSURER C: Hartford Fire Insurance Company	19682	INSURER D: Zurich American Insurance Company	16535	INSURER E: ACE American Insurance Company	22667	INSURER F: Evanston Insurance Company	35378
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**COVERAGES** **CERTIFICATE NUMBER: MASTER COI - 25-26** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CONTRACTUAL LIAB. <input checked="" type="checkbox"/> BROAD FORM PROPERTY DAMAGE GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			D02099433	01/01/2025	01/01/2026	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 - COM/PROP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			73638544	01/01/2025	01/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			56719903	01/01/2025	01/01/2026	EACH OCCURRENCE \$ 19,000,000 AGGREGATE \$ 19,000,000 \$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC4378221-00	01/01/2025	01/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	PROFESSIONAL E&O WITH CYBER			D02793234	01/01/2025	01/01/2026	EACH CLAIM/AGGREGATE \$5M/\$5M
C	3RD PARTY CRIME BOND			13 TP 0283351-24	02/25/2025	02/25/2026	LIMITS \$5M/\$5M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 (F) EXCESS PROFESSIONAL E&O WITH CYBER (MKLV1XE000633) EFFECTIVE 01/01/2025 - 01/01/2026 LIMIT - \$5M/\$5M FROM EVANSTON INSURANCE COMPANY  
 \*\*\*\*\*

DEPARTMENT OF HEALTH AND HUMAN SERVICES IS ADDED AS AN ADDITIONAL INSURED.

<b>CERTIFICATE HOLDER</b> 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 Arun Parikh/DSHAH
--	---



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 4

Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 4

2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 4 of 4

The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Compunnel Software Group, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraphs 5.3.3 and 5.34, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

12/4/2023  
\_\_\_\_\_  
Date

DocuSigned by:  
*Ellen Marie Lapointe*  
\_\_\_\_\_  
Name: Ellen Marie Lapointe  
Title: Chief Executive officer

Compunnel Software Group, Inc.

12/4/2023  
\_\_\_\_\_  
Date

DocuSigned by:  
*Sam Handa*  
\_\_\_\_\_  
Name: Sam Handa  
Title: VP- Business Strategy & operation

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/17/2023

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
 Interim Commissioner  
 Ellen M. Lapolate  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

15 mac

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross-Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 4, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenclyff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-06)

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 New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Compunnel Software Group, Inc.		1.4 Contractor Address 103 Morgan Lane, Suite 102, Plainsboro, New Jersey, 08536	
1.5 Contractor Phone Number 609-606-9010	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by: Sam Handa Date: 6/7/2023		1.12 Name and Title of Contractor Signatory Sam Handa VP-Business Strategy & Operation	
1.13 State Agency Signature DocuSigned by: Ellen Marie Lapointe Date: 6/7/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>DocuSigned by: Polyn Guanno</u> On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both; identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials SH  
Date 6/7/2023

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and, suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3 No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulas, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT A

Revisions to Standard Agreement Provisions

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis, and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills, and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period;

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and **original**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glencriff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenclyff invoices may be emailed to:

[Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS**  
**US DEPARTMENT OF EDUCATION - CONTRACTORS**  
**US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors) prior to award, that they will maintain a drug-free workplace. Section 3017:630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



New Hampshire Department of Health and Human Services  
Exhibit D

- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

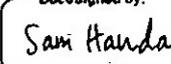
Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:  
  
 Name: Sam Handa  
 Title: VP-Business Strategy & Operation

Vendor Initials   
 Date 6/7/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

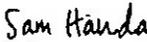
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-I.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:  
  
 Name: Sam Handa  
 Title: VP-Business Strategy & Operation

Vendor Initials   
 Date 6/7/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:

Sam Handa

Name: Sam Handa

Title: VP-Business Strategy & Operation

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New Hampshire Department of Health and Human Services  
Exhibit G

**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:

Sam Handa

Name: Sam Handa

Title: VP-Business Strategy & Operation

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

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New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:

Sam Handa

Name: Sam Handa

Title: VP-Business Strategy & Operation

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

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Contractor-Initials  
Date 6/7/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique Identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Compunnel Software Group, Inc.

6/7/2023

Date

DocuSigned by:

Sam Handa

Name: Sam Handa

Title: VP-Business Strategy & Operation



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: F4VLKLUKUBU8
- 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: _____

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data, and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

**New Hampshire Department of Health and Human Services**

**Exhibit K**

**DHHS Information Security Requirements**



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

- 9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

- 1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements, as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Department's discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

#### V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Cross Country Staffing, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

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 Date 7/4/2025

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenciff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenciff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenciff	\$100.00
3	Licensed Practical Nurses (LPN), Glenciff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

3/4/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Cross Country Staffing, Inc.

3/4/2025

Date

Signed by:

*Bessie Petroutsas*

Name: Bessie Petroutsas

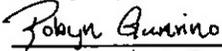
Title: Corporate Counsel

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/5/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

<sup>Initial</sup>  
BPP

3/4/2025

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
- 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
- 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

**New Hampshire Department of Health and Human Services  
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

described herein, the State has the right to modify Service priorities, and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

**New Hampshire Department of Health and Human Services  
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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 CROSS COUNTRY STAFFING, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on January 25, 2002. 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: 388953

Certificate Number: 0006742656



IN TESTIMONY WHEREOF,  
I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 25th day of July A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/11/2025
Effective Date: 3/11/2025
Business ID: 388953
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>CROSS COUNTRY STAFFING, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>388953</b>
STATE OF INCORPORATION: <b>Delaware</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
6551 Park of Commerce Blvd. Boca Raton, FL, 33487, USA	6551 Park of Commerce Blvd. Boca Raton, FL, 33487, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street S313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / TEMPORARY STAFFING</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Marc Krug	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	President
William J. Burns	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Vice President
John Martins	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Vice President
Danielle Fain	6551 Park of Commerce, Boca Raton, FL, 33487, USA	Vice President
Susan E. Ball	6551 Park Of Commerce Blvd, Boca Raton, FL, 33487, USA	Secretary
William J. Burns	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Director
John Martins	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Director
Venkat Bhamadipati	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Director
Gregory Popkin	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Other Officer
Jay Redd	6551 Park of Commerce Blvd., Boca Raton, FL, 33487, USA	Other Officer

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.	
	Title: <b>Secretary</b>
	Signature: <b>Susan E. Ball</b>
	Name of Signer: <b>Susan E. Ball</b>

CERTIFICATE OF AUTHORITY

I, Susan E. Ball, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Cross Country Staffing, Inc.  
(Corporation/LLC Name)

2. I attest that Bessie Petroutsas, Corporate Counsel (may list more than one person)  
(Name and Title of Contract Signatory)  
Cross Country Staffing, Inc.

is duly authorized on behalf of \_\_\_\_\_ to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 2/19/2025

DocuSigned by:  
Susan E. Ball

Signature of Elected Officer

Name: Susan E. Ball

Title:

EVP, Chief Administrative Officer  
General Counsel and Corp. Secretary



AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



### ADDITIONAL REMARKS SCHEDULE

AGENCY Willis Towers Watson Southeast, Inc.		NAMED INSURED Cross Country Healthcare, Inc. * See Attachment for Full List *	
POLICY NUMBER See Page 1		6551 Park of Commerce Blvd., NW Boca Raton, FL 33487	
CARRIER See Page 1	NAIC CODE See Page 1	EFFECTIVE DATE: See Page 1	

#### ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
 FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Certificate Holder is included as an Additional Insured as respects to General Liability.  
 General Liability policy shall be Primary and Non-contributory with any other insurance in force for or which may be purchased by Additional Insured.

INSURER AFFORDING COVERAGE: The Medical Protective Company NAIC#: 11843  
 POLICY NUMBER: G00517      EFF DATE: 10/01/2024      EXP DATE: 10/01/2025

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Medical Professional Liability	Each Occurrence	1,000,000
	Aggregate	3,000,000

Entity
Cross Country Healthcare, Inc.
Assignment America, LLC d/b/a: Cross Country Nurses Local, CRU48 Local, Cross Country Allied Local, Cross Country Medical Staffing Network, Advantage RN Local Staffing, Medical Staffing Network
Cejka Search, LLC d/b/a: Cross Country Search, Cejka Search
Credent Verification and Licensing Services, LLC
Cross Country Staffing Inc. d/b/a Cross Country Healthcare Services; CRU48
Intellify Talent Solutions, LLC
Medical Doctor Associates, LLC dba Cross Country Locums
Medical Doctor Associates, LLC dba Mint Medical Physician Staffing; Lotus Medical Staffing
New Mediscan II, LLC d/b/a Cross Country Education
OWS, LLC d/b/a: OWS, LLC (Delaware), OWS Solutions, Selected, HireUp Leadership
Travel Staff, LLC d/b/a: Cross Country Nurses, CRU48 Travel, Cross Country Allied, Advantage RN; Travel Staff of Boca Raton, Cross Country Education Travel
Assignment America, LLC dba Assignment America of Boca Raton
Assignment America, LLC dba Cross Country Workforce Solutions Group; Talent Strategies, Inc.; Health Talent Strategies, Inc.; Workforce Solutions Group, Inc.
Cross Country DAS, Inc.
Cross Country Tech, LLC



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Cross Country Staffing, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

<sup>DS</sup>  
BPP

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/17/2023  
\_\_\_\_\_  
Date

DocuSigned by:  
*Ellen Marie Lapointe*  
\_\_\_\_\_  
Name: Ellen Marie Lapointe  
Title: Chief Executive Officer

Cross Country Staffing, Inc.

11/15/2023  
\_\_\_\_\_  
Date

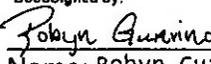
DS DocuSigned by:  
*BPP Bessie Petroutsas*  
\_\_\_\_\_  
Name: Bessie Petroutsas  
Title: Corporate Counsel

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

11/20/2023

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name: \_\_\_\_\_  
Title: \_\_\_\_\_

15  
max



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
Interim Commissioner  
  
Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 • 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	218506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc. (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

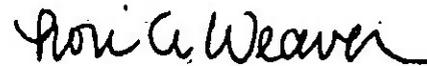
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc.	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<i>Not Applicable - No Cost Proposal for RFA</i>					

<u>Reviewer Name</u>	<u>Title</u>
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenduff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Fertand	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnet Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106
<i>Not Applicable - No Cost Proposal for RFA</i>					

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-07)

**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Cross Country Staffing, Inc.		1.4 Contractor Address 6551 Park of Commerce Blvd., Boca Raton, FL 33487	
1.5 Contractor Phone Number  585-797-1228	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by: Bessie Petroutsas Date: 6/6/2023		1.12 Name and Title of Contractor Signatory Bessie Petroutsas, Corporate Counsel	
1.13 State Agency Signature DocuSigned by: Ellen Marie Lapointe Date: 6/7/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe, Chief Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable): By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable): DocuSigned by: By: <u>Rayn Quinno</u> On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable): G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials BPP  
 Date 6/6/2023

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials

<sup>DS</sup>  
BPP

Date 5/6/2023

### 8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

### 9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed; and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

### 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

### 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor, without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2. herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM:** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT:** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

Contractor Initials DS  
BPP  
Date 6/6/2023

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

**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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").**

**1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:**

**3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.**

**1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:**

**12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.**

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with:
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.

1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.

1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.

1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glenclyff-employed shift supervisor.

1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.

1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.

1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glenclyff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glenclyff Home.

**1.12. Compliance**

1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

1.13. Background Checks

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;

1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.14. Department Owned Devices, Systems and Network Usage

1.14.1. Contractor End Users, as defined in Exhibit D; DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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Temporary Staff Services**

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges: If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

RFA-2024-NHH-01-TEMPO-07

Cross Country Staffing, Inc.

Contractor Initials BPP  
Date 6/6/2023

**New Hampshire Department of Health and Human Services  
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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2. Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Cross Country Staffing, Inc., and its affiliate

6/6/2023

Date

DocuSigned by:

Bessie Petroutsas

Name: Bessie Petroutsas

Title: Corporate Counsel

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BPP  
Vendor Initials  
Date 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

- US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
- US DEPARTMENT OF EDUCATION - CONTRACTORS
- US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Cross Country Staffing, Inc., and its affiliate

6/6/2023

Date

DocuSigned by:  
  
 Name: Bessie Petroutsas  
 Title: Corporate Counsel

Vendor Initials   
 Date 6/6/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Cross Country Staffing, Inc., and its affili

6/6/2023

Date

DocuSigned by:

Bessie Petroutsas

Name: Bessie Petroutsas

Title: Corporate Counsel

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New Hampshire Department of Health and Human Services  
Exhibit G

**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower Protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Cross Country Staffing, Inc., and its affili

6/6/2023

Date

DocuSigned by:

Bessie Petroutsas

Name: BESSIE PETROUTSAS

Title: Corporate Counsel

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

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Contractor Initials



New Hampshire Department of Health and Human Services  
Exhibit H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Cross Country Staffing, Inc., and its affili:

6/6/2023

Date

DocuSigned by:  
Bessie Petroutsas  
Name: Bessie Petroutsas  
Title: Corporate Counsel

OS  
BPP  
Contractor Initials  
Date 6/6/2023



New Hampshire Department of Health and Human Services

Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials BPP  
Date 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Cross Country Staffing, Inc., and its affili

6/6/2023

Date

DocuSigned by:

Bessie Petroutsas

Name: Bessie Petroutsas

Title: Corporate Counsel

Contractor Initials

DS  
BPP

Date 6/6/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: N/A
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (ETI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative thereof disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

#### II. METHODS OF SECURE TRANSMISSION OF DATA

1. **Application Encryption.** If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. **Computer Disks and Portable Storage Devices.** End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. **Encrypted Email.** End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. **Encrypted Web Site.** If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. **File Hosting Services, also known as File Sharing Sites.** End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. **Ground Mail Service.** End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. **Laptops and PDA.** If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. **Open Wireless Networks.** End User may not transmit Confidential Data via an open

# New Hampshire Department of Health and Human Services

## Exhibit K

### DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

- 9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
- 10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
- 11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

#### A. Retention

- 1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
- 2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
- 3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
- 4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
- 5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

Contractor Initials DS  
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Date 6/6/2023

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements, as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons, during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

#### VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Focus-Staff Services LP ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Initial  
*JV*

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenciff invoices may be emailed to: Glenciff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/19/2025  
\_\_\_\_\_  
Date

DocuSigned by:  
*Ellen Lapointe*  
\_\_\_\_\_  
Name: Ellen Lapointe  
Title: Chief Executive Officer

Focus-Staff Services LP

2/14/2025  
\_\_\_\_\_  
Date

Signed by:  
*Jennifer Vizcarra*  
\_\_\_\_\_  
Name: Jennifer Vizcarra  
Title: Account Manager

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/1/2025

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

Scope of Services

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenciff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 FOCUS STAFF SERVICES LP a Texas Limited Partnership formed to transact business in New Hampshire on June 19, 2023. I further certify that it has paid the fees required by law and has not dissolved.

Business ID: 934961

Certificate Number: 0006698723



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 4th day of June A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan", is written over a circular stamp.

David M. Scanlan  
Secretary of State

## Business Information

### Business Details

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Business Name: FOCUS STAFF SERVICES LP	Business ID: 934961
Business Type: Foreign Limited Partnership	Business Status: Active
Business Creation Date: 06/19/2023	Name in State of Formation: FOCUS STAFF SERVICES LP
Date of Formation in Jurisdiction: 06/01/2009	
Principal Office Address: 10440 East Northwest Highway, Dallas, TX, 75238, USA	Mailing Address: 10440 East Northwest Highway, Dallas, TX, 75238, USA
Citizenship / State of Formation: Foreign/Texas	
Duration: Not Stated	
Business Email: documents@incorp.com	Phone #: 972-833-2065
Notification Email: documents@incorp.com	Fiscal Year End Date: NONE

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### Principal Purpose

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S.No	NAICS Code	NAICS Subcode
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No records to view.

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### Principals Information

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Name/Title	Business Address
Focus Staff GP Acquisition Co LLC / General Partner	10440 East Northwest Highway, Dallas, TX, 75238, USA

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Page 1 of 1, records 1 to 1 of 1

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### Registered Agent Information

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Name:	INCORP SERVICES, INC.
Registered Office Address:	152 South Mast Street, Goffstown, NH, 03045, USA
Registered Mailing Address:	152 South Mast Street, Goffstown, NH, 03045, USA

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### Trade Name Information

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No Trade Name(s) associated to this business.

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### Trade Name Owned By

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No Records to View.

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### Trademark Information

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Trademark Number	Trademark Name	Business Address	Mailing Address
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No records to view.

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[Filing History](#)   [Address History](#)   [View All Other Addresses](#)   [Name History](#)   [Shares](#)  
[Businesses Linked to Registered Agent](#)   [Return to Search](#)   [Back](#)

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us](#)  
[\(/online/Home/ContactUS\)](#)

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**CERTIFICATE OF AUTHORITY**

I, Tom Miller, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Focus Staff Services, LP  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on February 20th, 2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Jennifer Vizcarra (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Focus Staff Services, LP to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 02/25/2025

*Thomas W Miller*

\_\_\_\_\_  
Signature of Elected Officer  
Name: Thomas W. Miller  
Title: coo





### ADDITIONAL REMARKS SCHEDULE

AGENCY Marsh & McLennan Agency LLC		NAMED INSURED Focus Staff Services, LP Focus Real Estate, LLC 10440 E NW Hwy Dallas TX 75238	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

#### ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
 FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Waiver of subrogation form WC000313 edition 04/84 applies to Workers' Compensation where required by written contract  
 Waiver of subrogation form WC430305 edition 07/00 for Utah applies to Workers' Compensation where required by written contract  
 Waiver of subrogation form WC420304B edition 06/14 for TX applies to Workers' Compensation where required by written contract  
 Alternate Employer Endorsement form WC000301 edition 02/89 applies to Workers' Compensation where required by written contract



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

<b>Contractor Name</b>	<b>Vendor Code</b>	<b>G&amp;C Approval</b>	<b>Current Shared Price Limitation</b>	<b>Increase</b>	<b>Revised Shared Price Limitation</b>
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc. (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)		
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)		
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)		
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)		
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)		
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)		
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)		
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)		
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)		
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)		

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Focus Staff Services LP ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/17/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Focus Staff Services LP

11/16/2023

Date

DocuSigned by:

*Shela Ryan*

Name: Shela Ryan

Title: Director of Account Management

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

11/27/2023

Date

DocuSigned by:  
Robyn Guarino  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name: \_\_\_\_\_  
Title:

ARC  
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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*NEW HAMPSHIRE HOSPITAL*

Lori A. Weaver  
Interim Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 21, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective upon Governor and Council approval, through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
Aya Healthcare, Inc. (San Diego, CA)	300930	\$3,770,000
Focus-Staff Services LP (Dallas, TX)	441617	
International SOS Government Medical Services, Inc. (Houston, TX)	449642	
<b>Total</b>		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure additional temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Department's intent to bring additional bed capacity in the E/F units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

The Department presented the other 13 contracts resulting from this Request for Applications (RFA) to the Governor and Executive Council at the June 28, 2023 meeting. The Department is presenting the remaining three (3) Contractors who required additional time to obtain the required MOP 150 documentation to complete the contract binders.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, but vacancies remain high across the board; RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

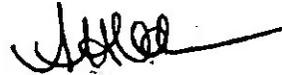
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glencliff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



*for* Lori A. Weaver  
Interim Commissioner

Project ID # RFA-2024-NHH-01-TEMPO

Project Title Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc.	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<i>Not Applicable - No Cost Proposal for RFA</i>					

<u>Reviewer Name</u>	<u>Title</u>
1. Anne Durant	NHH, Nursing Coordinator
2. Kevin Lincoln	Director of Finance of Glendiff Home
3. Bret Mason	NHH, Chief Financial Officer
4. Donna Ferland	NHH, Finance Director
5. Carol Delisle	NHH, Assistant Chief Nursing Officer

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106

*Not Applicable - No Cost Proposal for RFA*

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
135	58	93	111	121	115

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
<b>104</b>	<b>63</b>	<b>126</b>	<b>69</b>	<b>123</b>

*- Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-08)

**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 New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Focus Staff Services LP		1.4 Contractor Address 10440 East Northwest Hwy Dallas, TX 75238	
1.5 Contractor Phone Number (469) 200-6945	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by: Tom Miller Date: 6/23/2023		1.12 Name and Title of Contractor Signatory Tom Miller CRO	
1.13 State Agency Signature DocuSigned by: Ellen Marie Lapointe Date: 6/23/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>Polyn Quanno</u> On: 6/26/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials TM  
Date 6/23/2023

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature, incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

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**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation, or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests; or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

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Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective upon Governor and Executive Council approval ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resumes;
- 1.2.3. CPR certification, as required by state law;
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified;
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B;
    - 1.2.4.2.2. Influenza;
    - 1.2.4.2.3. MMR;
    - 1.2.4.2.4. Varicella (chickenpox);
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis;
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold);
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references;
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glencliff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms.

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so.

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement, the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

7.6: Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits.

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about:
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will:
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice, under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Focus Staff Services, LP

DocuSigned by:

Tom Miller

Name: Tom Miller

Title: CRO

6/23/2023

Date

Vendor Initials

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Date: 6/23/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions) attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Focus Staff Services, LP

6/23/2023

Date

DocuSigned by:

Tom Miller

Name: Tom Miller

Title: CRO

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New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Order of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract); the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549, 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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New Hampshire Department of Health and Human Services  
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (I)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract):
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Focus Staff Services, LP

6/23/2023

Date

DocuSigned by:

Tom Miller

Name: Tom Miller

Title: CRO

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Contractor Initials

Date 6/23/2023

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJD Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower Protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights; to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Focus Staff Services, LP.

6/23/2023

Date

DocuSigned by:

Tom Miller

Name: Tom Miller

Title: CRO

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections.



New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Focus Staff Services, LP

6/23/2023

Date

DocuSigned by:

*Tom Miller*

Name: Tom Miller

Title: CRO

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

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Contractor Initials  
Date 6/25/2023

New Hampshire Department of Health and Human Services  
Exhibit J



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Focus Staff Services, LP

6/23/2023

Date

DocuSigned by:

Tom Miller

Name: Tom Miller

Title: CRO

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Contractor Initials

Date 6/23/2023

New Hampshire Department of Health and Human Services  
Exhibit J



**FORM A**

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: 26-4491759
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement; loss or misplacement of hardcopy documents; and misrouting of physical or electronic

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

- 7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network...
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity...
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164...
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals...

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

- 1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination, and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Department's discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used, and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

New Hampshire Department of Health and Human Services  
Exhibit K  
DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

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**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Healthcare Staffing Professionals, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

New Years Eve and Day	Labor Day
Martin Luther King Day	Memorial Day
Thanksgiving	President's Day
Independence Day	Christmas Eve and Day

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: [NHHFinancialServices@dhhs.nh.gov](mailto:NHHFinancialServices@dhhs.nh.gov), or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to: [Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov), or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/19/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Healthcare Staffing Professionals, Inc.

2/14/2025

Date

Signed by:

*Julius Mamboleo*

Name: Julius Mamboleo

Title: vice President of Staffing

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/5/2025

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions; facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 HEALTHCARE STAFFING PROFESSIONALS, INC. is a California Profit Corporation registered to transact business in New Hampshire on September 16, 2022. 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: 911639

Certificate Number: 0006755363



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 August A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/5/2025
Effective Date: 3/5/2025
Business ID: 911639
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>HEALTHCARE STAFFING PROFESSIONALS, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>911639</b>
STATE OF INCORPORATION: <b>California</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
6914 Canby Ave. Suite 109 Reseda, CA, 91335, USA	19528 Ventura Blvd., #632 Tarzana, CA, 91356, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>INCORP SERVICES, INC. (420703)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>152 S Mast Street Goffstown, NH, 03045, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Temporary staffing services</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Maxie Juzang	19528 Ventura Blvd., #632, Tarzana, CA, 91356, USA	President
Cornelius Mamboleo	19528 Ventura Blvd #632, Tarzana, CA, 91356, USA	Vice President
Cornelius Mamboleo	19528 Ventura Blvd #632, Tarzana, CA, 91356, USA	Secretary
Richard Mullins	19528 Ventura Blvd., #632, Tarzana, CA, 91356, USA	Treasurer
Maxie Juzang	19528 Ventura Blvd., #632, Tarzana, CA, 91356, USA	Director
Cornelius Mamboleo	19528 Ventura Blvd., #632, Tarzana, CA, 91356, USA	Director

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: President

Signature: Maxie Juzang

Name of Signer: Maxie Juzang

**CERTIFICATE OF  
AUTHORITY**

I, Todd Gilman, hereby certify that:

1. I am a duly elected Clerk/Secretary/Officer of Healthcare Staffing Professionals, Inc.
2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on January 31, 2025, at which a quorum of the Directors/shareholders were present and voting.

**VOTED:** That Cornelius Mamboleo, Vice President of Contracts and Compliance

is duly authorized on behalf of Healthcare Staffing Professional, Inc to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: March 4, 2024



Signature of Elected Officer

Name: Todd Gilman

Title: VP, Secretary





**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 4

Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glencliff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 4

2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Healthcare Staffing Professionals, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2-CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Healthcare Staffing Professionals, Inc.

11/15/2023

Date

DocuSigned by:

*Celestius Mamboleo*

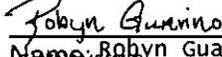
Name: Celestius Mamboleo

Title: Vice President of Staffing

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/5/2023  
Date

DocuSigned by:  
  
Name: Polyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

15 mac



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
 Interim Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds; 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer)

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			Subtotal	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			Subtotal	<b>\$2,750,000</b>
			Total	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Department's intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

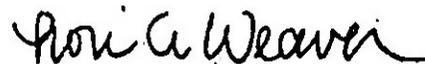
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>
<b>TOTAL PROPOSED VENDOR COST</b>		<i>Not Applicable - No Cost Proposal for RFA</i>					

<u>Reviewer Name</u>	<u>Title</u>
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenciff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnet Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-09)

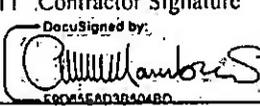
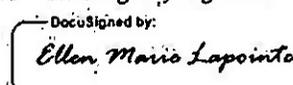
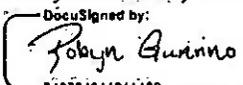
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree, as follows:

**GENERAL PROVISIONS**

**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Healthcare Staffing Professionals, Inc.		1.4 Contractor Address 6914 Canby Ave., Suite 109 Reseda, CA 92335	
1.5 Contractor Phone Number (818) 921-3126	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/2/2023		1.12 Name and Title of Contractor Signatory Cornelius Mambouza, President of Staffing	
1.13 State Agency Signature DocuSigned by:  Date: 6/6/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe, Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable)  G&C Item number: _____ G&C Meeting Date: _____			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

### 8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

### 9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

### 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

### 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests; or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the



Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein; in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies, and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor, or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**17. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required, under the circumstances pursuant to State law, rule or policy.

**18. CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

**19. CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

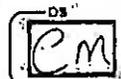
**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.



**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines; unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenduff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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Temporary Staff Services**

**EXHIBIT B**

- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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**EXHIBIT B**

- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenduff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on as

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.

1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.

1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.

1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.

1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.

1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies.

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;

1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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EXHIBIT B

- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

**New Hampshire Department of Health and Human Services  
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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End Users will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
  - 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

New Hampshire Department of Health and Human Services  
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EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1:8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR, 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B, Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

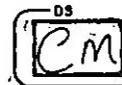
**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**



**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:

6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.

6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.

7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

7.3. Identifies and requests payment for allowable costs incurred in the previous month.

7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**EXHIBIT C**

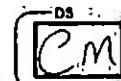
- 7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:
- Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301
- 9.6.2 Glenciff invoices may be emailed to:
- [Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:
- Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238
8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
11. Audits
- 11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
- 11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
- 11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.



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**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.





New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted.
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Healthcare Staffing Professionals, Inc.

6/2/2023

Date

DocuSigned by:

Name: Cornelius Mamboleo

Title: Vice President of Staffing

Vendor Initials

6/2/2023

Date



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- \*Temporary Assistance to Needy Families under Title IV-A
- \*Child Support Enforcement Program under Title IV-D
- \*Social Services Block Grant Program under Title XX
- \*Medicaid Program under Title XIX
- \*Community Services Block Grant under Title VI
- \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Healthcare Staffing Professionals, Inc.

6/2/2023

Date

DocuSigned by:

Name: Cornelius Mamboleo

Title: vice president of Staffing

Vendor Initials

Date 6/2/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

CM



New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

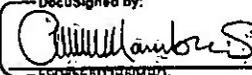
LOWER TIER COVERED TRANSACTIONS

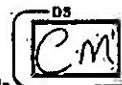
- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Healthcare Staffing Professionals, Inc.

6/2/2023

Date

DocuSigned by:  
  
 Name: Cornelius Mamboleo  
 Title: vice President of Staffing



New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86); which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

DS  
C.M.

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Healthcare Staffing Professionals, Inc.

6/2/2023

Date

DocuSigned by:

Name: Cornelius Mambolo

Title: vice President of Staffing

Exhibit G

Contractor Initials

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Healthcare Staffing Professionals, Inc.

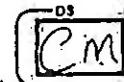
6/2/2023

Date

DocuSigned by:

Name: Cornelius Mamboleo

Title: vice President of Staffing



New Hampshire Department of Health and Human Services.



Exhibit I

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**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

DS  
A rectangular box containing the handwritten initials "CM".

Contractor Initials  
Date 6/2/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Healthcare Staffing Professionals, Inc.

6/2/2023

Date

DocuSigned by:

Name: CORNELIUS Mamboleo

Title: vice President of Staffing

Contractor Initials

Date 6/2/2023

New Hampshire Department of Health and Human Services  
Exhibit J



FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: N9PMYWCX6B93
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

X NO        YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

       NO        YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

CM

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

## II. METHODS OF SECURE TRANSMISSION OF DATA

1. **Application Encryption.** If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. **Computer Disks and Portable Storage Devices.** End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. **Encrypted Email.** End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. **Encrypted Web Site.** If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. **File Hosting Services, also known as File Sharing Sites.** End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. **Ground Mail Service.** End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. **Laptops and PDA.** If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. **Open Wireless Networks.** End User may not transmit Confidential Data via an open

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

#### A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING.**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

**New Hampshire Department of Health and Human Services**  
**Exhibit K**  
**DHHS Information Security Requirements**



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

**A. DHHS Privacy Officer:**

DHHSPrivacyOfficer@dhhs.nh.gov

**B. DHHS Security Officer:**

DHHSInformationSecurityOffice@dhhs.nh.gov

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**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and International SOS Government Medical Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenciff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenciff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenciff	\$100.00
3	Licensed Practical Nurses (LPN), Glenciff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

3/5/2025

\_\_\_\_\_  
Date

DocuSigned by:

*Ellen Lapointe*

\_\_\_\_\_  
Name: Ellen Lapointe

Title: Chief Executive Officer

International SOS Government Medical Services, Inc.

3/5/2025

\_\_\_\_\_  
Date

Signed by:

*Martin Rudd, CEO*

\_\_\_\_\_  
Name: Martin Rudd, CEO

Title: CEO

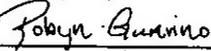
The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/6/2025

Date

DocuSigned by:



Name: Robyn Guarino

Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

- vaccinations are provided to NHH. Renewals include, but are not limited to:
- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
- 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
- 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

- patients.
- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
  - 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
  - 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
  - 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
  - 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
  - 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
  - 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
  - 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
  - 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
  - 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
  - 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
  - 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
  - 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B Amendment #2**

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

**New Hampshire Department of Health and Human Services  
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**EXHIBIT B Amendment #2**

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenciff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree; if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

4.2. During the term of this Agreement and the period for retention hereunder, the

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.

- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 INTERNATIONAL SOS GOVERNMENT MEDICAL SERVICES, INC. is a Texas Profit Corporation registered to transact business in New Hampshire on June 12, 2023. 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: 934441

Certificate Number: 0006776957



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 13th day of September A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/3/2025
Effective Date: 3/3/2025
Business ID: 934441
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>INTERNATIONAL SOS GOVERNMENT MEDICAL SERVICES, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>934441</b>
STATE OF INCORPORATION: <b>Texas</b>

PREVIOUS PRINCIPAL OFFICE ADDRESS	PREVIOUS MAILING ADDRESS
1201 Louisiana Street, Suite 500 Houston, TX, 77002, USA	1201 Louisiana Street, Suite 500 Houston, TX, 77002, USA

NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
1201 Louisiana Street Suite 500 Houston, TX, 77002, USA	1201 Louisiana Street Suite 500 Houston, TX, 77002, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street Suite 313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>Wholesale Trade</b>	<b>Medical, Dental, and Hospital Equipment and Supplies Merchant Wholesalers</b>

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Martin Rudd	1201 Louisiana Street, Suite 500, Houston, TX, 77002, USA	President
Cyndi Baily	1201 Louisiana Street, Suite 500, Houston, TX, 77002, USA	Secretary
Timothy Michael Daniel	1201 Louisiana Street, Suite 500, Houston, TX, 77002, USA	Director
Nicholas Peters	1201 Louisiana Street, Suite 500, Houston, TX, 77002, USA	Director
William Nelligan	1201 Louisiana Street, Suite 500, Houston, TX, 77002, USA	Director

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: Secretary

Signature: Cyndi Baily

Name of Signer: Cyndi Baily

### CERTIFICATE OF AUTHORITY

I, Cyndi Baily, hereby certify that:

1. I am a duly elected Clerk/Secretary/Officer of International SOS Government Medical Services, Inc.

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on May 14, 2023, at which a quorum of the Directors/shareholders were present and voting.

**VOTED:** That Martin Rudd, Chief Executive Officer (may list more than one person) (Name and Title of Contract Signatory)

is duly authorized on behalf of the Board of Directors of International SOS Government Medical Services to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 05-MAR-2025

Signed by:

Cyndi Baily

Signature of Elected Officer

Name: Cyndi Baily

Title: Secretary





**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenciff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenciff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenciff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenciff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenciff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glencliff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and International SOS Government Medical Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on July 19, 2023 (Item #16), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

International SOS Government Medical  
Services, Inc.

11/27/2023

Date

DocuSigned by:

*Martin Rudd, CEO*

Name: Martin Rudd, CEO

Title: Director, Contracts

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/8/2023

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

ARC  
16



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
Interim Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 21, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective upon Governor and Council approval, through June 30, 2025. 31% General Funds; 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
Aya Healthcare, Inc. (San Diego, CA)	300930	\$3,770,000
Focus-Staff Services LP (Dallas, TX)	441617	
International SOS Government Medical Services, Inc. (Houston, TX)	449642	
<b>Total</b>		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure additional temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity in the E/F units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

The Department presented the other 13 contracts resulting from this Request for Applications (RFA) to the Governor and Executive Council at the June 28, 2023 meeting. The Department is presenting the remaining three (3) Contractors who required additional time to obtain the required MOP 150 documentation to complete the contract binders.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, but vacancies remain high across the board; RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

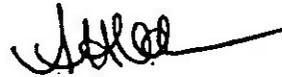
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



*For* Lori A. Weaver  
Interim Commissioner

Project ID # RFA-2024-NHH-01-TEMPO

Project Title Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC.	Aya Healthcare, Inc.	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

<u>Reviewer Name</u>	<u>Title</u>
1. Anne Durant	NHH, Nursing Coordinator
2. Kevin Lincoln	Director of Finance of Glenclyff Home
3. Bret Mason	NHH, Chief Financial Officer
4. Donna Ferland	NHH, Finance Director
5. Carol Delisle	NHH, Assistant Chief Nursing Officer

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106

*Not Applicable - No Cost Proposal for RFA*

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
135	58	93	111	121	115

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-10)

**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

<p>1.1 State Agency Name New Hampshire Department of Health and Human Services</p>		<p>1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857</p>	
<p>1.3 Contractor Name International SOS Government Medical Services, Inc.</p>		<p>1.4 Contractor Address 1201 Louisiana Street, Suite 500, Houston, TX 77002</p>	
<p>1.5 Contractor Phone Number  (215) 730-3636</p>	<p>1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729</p>	<p>1.7 Completion Date 6/30/2025</p>	<p>1.8 Price Limitation *\$3,770,000 Shared Price Limitation</p>
<p>1.9 Contracting Officer for State Agency Robert W. Moore, Director</p>		<p>1.10 State Agency Telephone Number (603) 271-9631</p>	
<p>1.11 Contractor Signature DocuSigned by: <i>Martin Rudd</i> Date: 6/21/2023</p>		<p>1.12 Name and Title of Contractor Signatory Martin Rudd CEO</p>	
<p>1.13 State Agency Signature DocuSigned by: <i>Ellen Marie Lapointe</i> Date: 6/22/2023</p>		<p>1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe Chief Executive Officer</p>	
<p>1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____</p>			
<p>1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <i>Robyn Quanno</i> On: 6/26/2023</p>			
<p>1.17 Approval by the Governor and Executive Council (if applicable) G&amp;C Item number: _____ G&amp;C Meeting Date: _____</p>			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

DS  
MR

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor Initials MR  
Date 6/21/2023

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post-Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**17. AMENDMENT.** This Agreement may be amended, waived, or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

**18. CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

**19. CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective upon Governor and Executive Council approval ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff), at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms.

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.

1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.

1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.

1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.

1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.

1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.14.2. Workspace Requirement

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$2,010,000</b>	<b>\$1,760,000</b>	<b>\$3,770,000</b>

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m., – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:

6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.

6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.

7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

7.3. Identifies and requests payment for allowable costs incurred in the previous month.

7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2 Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year:

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

11.1.3. Condition C.- The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.

11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to dhhs.act@dhhs.nh.gov within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.

11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.

11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.

11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

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New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: International SOS Government Medical Svces

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: Martin Rudd

Title: CEO

Vendor Initials

DS  
MR

Date 6/21/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor);
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: International SOS Government Medical Svces

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: MARTIN Rudd

Title: CEO

DS  
MR

Vendor Initials

Date 6/21/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR, Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



**New Hampshire Department of Health and Human Services  
Exhibit F**

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

**PRIMARY COVERED TRANSACTIONS**

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (I)(b) of this certification; and
- 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

**LOWER TIER COVERED TRANSACTIONS**

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:

- 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
- 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).

14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: International SOS Government Medical Svces

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: Martin Rudd

Title: CEO

DS  
MR

Contractor Initials

6/21/2023

Date

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle-blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

DS  
MR

Certification of Compliance with Requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower Protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: International SOS Government Medical Svces

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: Martin Rudd

Title: CEO

Exhibit G

Contractor Initials

DS  
MR

Certification of Compliance with requirements pertaining to Federal Non-discrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: International SOS Government Medical Svces

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: Martin Rudd

Title: CEO

DS  
MR

Contractor Initials

6/21/2023

Date

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

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MR  
Contractor Initials  
Date 2/21/2023

New Hampshire Department of Health and Human Services  
Exhibit J



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions, execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: International SOS Government Medical Svcs

6/21/2023

Date

DocuSigned by:

*Martin Rudd*

Name: MARTIN RUDD

Title: CEO

Contractor Initials

MR

Date 6/21/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- 1. The UEI (SAM.gov) number for your entity is: EEANN2A3SSQ4
- 2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- 3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- 4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

- 7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
- 8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
- 9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- 10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
- 11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
- 12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

- 1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- 2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

**A. Retention**

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor-provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination, and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

MR

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Amergis Healthcare Staffing, Inc. ("the Contractor"), formerly known as Maxim Healthcare Staffing Services, Inc.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
Total	\$6,500,000	\$7,300,000	\$7,500,000	\$7,500,000	\$28,800,000

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:

5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

<b>Table 1</b>		
<b>Hourly Rates</b> <i>Effective July 1, 2025*</i>		
<b>Line</b>	<b>Description</b>	<b>Hourly Rate**</b>
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
<i>**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.</i>		

- 5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

New Years Eve and Day	Labor Day
Martin Luther King Day	Memorial Day
Thanksgiving	President's Day
Independence Day	Christmas Eve and Day

<b>Table 2</b>		
<b>Holiday Hourly Rates</b> <i>Effective July 1, 2025*</i>		
<b>Line</b>	<b>Description</b>	<b>Hourly Rate**</b>
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00

7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00
<i>**All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.</i>		

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: [NHHFinancialServices@dhhs.nh.gov](mailto:NHHFinancialServices@dhhs.nh.gov), or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenciff invoices may be emailed to: [Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov), or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

3/4/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Amergis Healthcare Staffing, Inc.

2/21/2025

Date

DocuSigned by:

*Shreeprada Aachar*

Name: Shreeprada Aachar

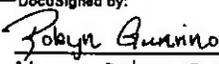
Title: Assistant Controller

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/5/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

**New Hampshire Department of Health and Human Services  
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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenciff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

**New Hampshire Department of Health and Human Services  
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenciff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

**New Hampshire Department of Health and Human Services  
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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 AMERGIS HEALTHCARE STAFFING, INC. is a Maryland Profit Corporation registered to transact business in New Hampshire on February 22, 2019. 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: 813579

Certificate Number: 0006755292



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 August A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular outline.

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/5/2025
Effective Date: 3/5/2025
Business ID: 813579
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>AMERGIS HEALTHCARE STAFFING, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>813579</b>
STATE OF INCORPORATION: <b>Maryland</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
<b>7223 Lee Deforest Dr Columbia, MD, 21046, USA</b>	<b>7223 Lee Deforest Dr C/O Tax Dept Columbia, MD, 21046, USA</b>

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street S313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Staffing services, wellness clinics, immunizations, and population health Services</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>William Butz</b>	<b>7223 Lee Deforest Dr, Columbia, MD, 21046, USA</b>	<b>President</b>
<b>Scott Carter</b>	<b>7223 Lee Deforest Drive, Columbia, MD, 21046, USA</b>	<b>Vice President</b>
<b>Carrie O'Brien</b>	<b>7223 Lee Deforest Dr, Columbia, MD, 21046, USA</b>	<b>Secretary</b>
<b>Scott Carter</b>	<b>7223 Lee Deforest Dr, Columbia, MD, 21046, USA</b>	<b>Treasurer</b>
<b>James Davis</b>	<b>7223 Lee Deforest Dr, Columbia, MD, 21046, USA</b>	<b>Director</b>
<b>William Butz</b>	<b>7223 Lee Deforest Dr, Columbia, MD, 21046, USA</b>	<b>Director</b>
<b>William Butz</b>	<b>7223 Lee Deforest Drive, Columbia, MD, 21046, USA</b>	<b>Chief Executive Officer</b>
<b>Scott Carter</b>	<b>7223 Lee Deforest Drive, Columbia, MD, 21046, USA</b>	<b>Chief Financial Officer</b>

<p>I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.</p> <p style="text-align: center;">Title: <b>Chief Financial Officer</b></p> <p style="text-align: center;">Signature: <b>Scott Carter</b></p> <p style="text-align: center;">Name of Signer: <b>Scott Carter</b></p>
---

**CERTIFICATE OF AUTHORITY**

I, Carrie O'Brien, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Amergis Healthcare Staffing, Inc.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on January 01, 2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Shreeprada Aachar, Assistant Controller (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Amergis Healthcare Staffing, Inc. to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 3/3/2025

Carrie V. O'Brien  
Signature of Elected Officer  
Name:  
Title:





Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Maxim Healthcare Staffing Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37; General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraphs 5.33 and 5.3.4, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

12/7/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Maxim Healthcare Staffing Services, Inc.

12/7/2023

Date

DocuSigned by:

*Shreerada Achar*

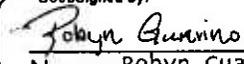
Name: Shreerada Achar

Title: shaachar@maxstaffing.com

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/19/2023  
\_\_\_\_\_  
Date

DocuSigned by:  
  
\_\_\_\_\_  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

15 mac



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
 Interim Commissioner

Ellen M. Lapolite  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025, 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross-Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

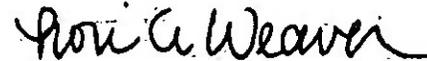
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

Project ID #

RFA-2024-NHH-01-TEMPO

Project Title

Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

- Reviewer Name**
- 1 Anne Durant
  - 2 Kevin Lincoln
  - 3 Bret Mason
  - 4 Donna Ferland
  - 5 Carol Delisle

- Title**
- 1 NHH, Nursing Coordinator
  - 2 Director of Finance of Glenciff Home
  - 3 NHH, Chief Financial Officer
  - 4 NHH, Finance Director
  - 5 NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.,	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
108	129	99	92	120	106
<i>Not Applicable - No Cost Proposal for RFA</i>					

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-11)

**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**

<p>1.1 State Agency Name New Hampshire Department of Health and Human Services</p>		<p>1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857</p>	
<p>1.3 Contractor Name Maxim Healthcare Staffing Services, Inc.</p>		<p>1.4 Contractor Address 7227 Lee Deforest Drive Columbia, Maryland 21046</p>	
<p>1.5 Contractor Phone Number 410-910-1500</p>	<p>1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729</p>	<p>1.7 Completion Date 6/30/2025</p>	<p>1.8 Price Limitation *\$3,770,000 Shared Price Limitation</p>
<p>1.9 Contracting Officer for State Agency Robert W. Moore, Director</p>		<p>1.10 State Agency Telephone Number (603) 271-9631</p>	
<p>1.11 Contractor Signature DocuSigned by: <i>Shreerada Aachar</i> Date: 6/8/2023</p>		<p>1.12 Name and Title of Contractor Signatory Shreerada Aachar, Assistant Controller</p>	
<p>1.13 State Agency Signature DocuSigned by: <i>Ellen Marie Lapointe</i> Date: 6/8/2023</p>		<p>1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe, Chief Executive Officer</p>	
<p>1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____</p>			
<p>1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <i>Robert Guinno</i> On: 6/9/2023</p>			
<p>1.17 Approval by the Governor and Executive Council (if applicable) G&amp;C Item number: _____ G&amp;C Meeting Date: _____</p>			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable; this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county, or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms, and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omissions of the

Contractor Initials \_\_\_\_\_  
Date 6/8/2023

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

**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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").**

**1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:**

**3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.**

**1.3. Paragraph 12, -Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:**

**12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.**

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**EXHIBIT B**

Scope of Services

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria; pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements.**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients, at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms.

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenciff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenciff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes:

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;

1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so.

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace, in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs); NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:

6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.

6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.

7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

7.3. Identifies and requests payment for allowable costs incurred in the previous month.

7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:
- Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301
- 9.6.2 Glenclyff invoices may be emailed to:
- [Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov), or mailed to:
- Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238
8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
11. Audits
- 11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
- 11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
- 11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

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New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS**  
**US DEPARTMENT OF EDUCATION - CONTRACTORS**  
**US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D



has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023

Date

DocuSigned by:

Shreeprada Achar

Name: Shreeprada Achar

Title: Assistant Controller



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government-wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023

Date

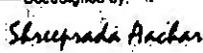
DocuSigned by:  
  
 Name: Shreeprada Aachar  
 Title: Assistant Controller

Exhibit E - Certification Regarding Lobbying

Vendor Initials

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 Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Order of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. (See the attached definitions.)
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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New Hampshire Department of Health and Human Services  
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

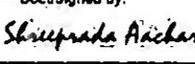
- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023  
Date

DocuSigned by:  
  
 Name: Shreepad Aachar  
 Title: Assistant Controller

Contractor Initials  
  
 Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS.**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023

Date

DocuSigned by:  
Shreeprada Aachar  
Name: Shreeprada Aachar  
Title: Assistant Controller

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

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New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023

Date

DocuSigned by:

*Shreeprada Aachar*

DocuSignature

Name: Shreeprada, Aachar

Title: Assistant Controller

Contractor Initials

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Date: 6/8/2023

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials S.  
Date 6/8/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Maxim Healthcare Staffing Services, Inc.

6/8/2023

Date

DocuSigned by:

*Shreeprada Aachar*

Name: Shreeprada Aachar

Title: Assistant Controller

Contractor Initials

S

Date 6/8/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: JCGFHM1L13X9
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data, and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

New Hampshire Department of Health and Human Services  
Exhibit K  
DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals, and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS.**

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

**A. Retention**

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A:2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A, above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

- 1. Identify Incidents;
- 2. Determine if personally identifiable information is involved in Incidents;
- 3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
- 4. Identify and convene a core response group to determine the risk level of Incidents, and determine risk-based responses to Incidents; and

New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

- A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

- B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and ShareSTAFF LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenciff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenciff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenciff	\$100.00
3	Licensed Practical Nurses (LPN), Glenciff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenciff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

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**\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.**

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms; Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/19/2025  
\_\_\_\_\_  
Date

DocuSigned by:  
*Ellen Lapointe*  
\_\_\_\_\_  
Name: Ellen Lapointe  
Title: Chief Executive Officer

ShareSTAFF LLC

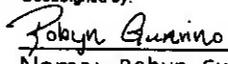
2/14/2025  
\_\_\_\_\_  
Date

Signed by:  
*Devon Dean*  
\_\_\_\_\_  
Name: Devon Dean  
Title: Founder/CEO

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

2/22/2025  
Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

Scope of Services

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

New Hampshire Department of Health and Human Services  
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**EXHIBIT B Amendment #2**

vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups- for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide. Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 SHARESTAFF LLC is a California Limited Liability Company registered to transact business in New Hampshire on May 15, 2023. 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: 931969

Certificate Number: 0006750082



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed

the Seal of the State of New Hampshire,

this 9th day of August A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan".

David M. Scanlan

Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed  
 Date Filed: 2/11/2025  
 Effective Date: 2/11/2025  
 Business ID: 931969  
 David M. Scanlan  
 Secretary of State

BUSINESS NAME: <b>SHARESTAFF LLC</b>
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>
BUSINESS ID: <b>931969</b>
STATE OF FORMATION: <b>California</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
<b>445 WEST WEBER AVE #222 Stockton, CA, 95203, USA</b>	<b>445 WEST WEBER AVE #222 Stockton, CA, 95203, USA</b>

REGISTERED AGENT AND OFFICE
REGISTERED AGENT: <b>Northwest Registered Agent LLC (711539)</b>
REGISTERED AGENT OFFICE ADDRESS: <b>84 W BROADWAY, STE 200 Derry, NH, 03038, USA</b>

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>Management of Companies and Enterprises</b>	<b>Offices of Other Holding Companies</b>

MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>Devon Dean</b>	<b>10386 Jillson Way, Elk Grove, CA, 95757, USA</b>	<b>Member</b>

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: **Authorized Signer**

Signature: **Nat Smith**

Name of Signer: **Nat Smith**

### CERTIFICATE OF AUTHORITY

I, Claudia Reynoso, COO, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory).

1. I am a duly elected Clerk/Secretary/Officer of ShareSTAFF LLC  
(Corporation/LLC Name)
2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on May 15, 2024, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Devon Dean, Founder/President (may list more than one person) (Name and Title of Contract Signatory)

is duly authorized on behalf of ShareSTAFF LLC to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 02-09-2025

Claudia Reynoso

Signature of Elected Officer

Name:

Title:







**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department-Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION :**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenciff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenciff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenciff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenciff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenciff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and ShareSTAFF LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8; Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

DS  
DD

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

ShareSTAFF LLC

11/15/2023

Date

DocuSigned by:

*Devon Dean*

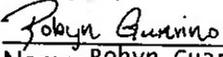
Name: Devon Dean

Title: vice president

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

11/30/2023  
Date \_\_\_\_\_

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
 Interim Commissioner

Elisa M. Lapelate  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 • 1-800-851-3345 Ext. 5300  
 Fax: 603-271-5395 • TDD Access: 1-800-735-2964 • www.dhhs.nh.gov

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*mac*

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025, 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing, LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc. (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF, LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glencliff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glencliff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions; however direct care vacancies remain high: RN vacancy rate is approximately 38%; Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

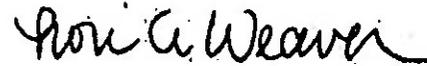
The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

<u>Reviewer Name</u>	<u>Title</u>
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenciff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

- The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123
<i>Not Applicable - No Cost Proposal for RFA</i>				

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-12)

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 New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name ShareSTAFF LLC		1.4 Contractor Address 445 W. Weber Ave, Ste 222, Stockton, CA 95203	
1.5 Contractor Phone Number 209-262-1349	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation \$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature: DocuSigned by: <i>Devon Dean</i> Date: 6/5/2023		1.12 Name and Title of Contractor Signatory Devon Dean 6/5/2023	
1.13 State Agency Signature: DocuSigned by: <i>Ellen Marie Lapointe</i> Date: 6/6/2023		1.14 Name and Title of State Agency Signatory: Ellen Marie Lapointe	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <i>Robyn Aquino</i> On: 6/8/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials *ASSIDS*  
Date 6/5/2023

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES:**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT:**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials

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ASSIDS

Date 6/5/2023

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3 No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

(submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

#### 14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

#### 15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement, and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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EXHIBIT A

Revisions to Standard Agreement Provisions

1. Revisions to Form R-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services; available funding; agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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EXHIBIT B

Scope of Services

1. Statement of Work

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited to

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. RN and LPN Position Requirements
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and, in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenduff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques:
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement; pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms.

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glenclyff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glenclyff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glenclyff to hire the individual after that six (6) month period concludes.

1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.

1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.

1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenclyff which may choose to accept or decline the Contractor's alternative staffing solution.

1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glenclyff-employed shift supervisor.

1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.

1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.

1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glenclyff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glenclyff Home.

**1.12. Compliance**

1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department-issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End Users will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

RFA-2024-NHH-01-TEMPO-12

ShareSTAFF LLC

Contractor Initials 0555105  
Date 6/5/2023

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures;

3.2.3.2. Resource directories;

3.2.3.3. Protocols or guidelines;

3.2.3.4. Posters;

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA),  
Glenciff**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glencliff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

5.	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6.	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: NHHFinancialSer@dhhs.nh.gov or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2. Glenciff invoices may be emailed to:

Glenciff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7. Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions, Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

**11. Audits**

11.1. The Contractor must email an annual audit to dhhs.act@dhhs.nh.gov if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 11.1.3. Condition C.- The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

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New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS**  
**US DEPARTMENT OF EDUCATION - CONTRACTORS**  
**US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

Vendor Initials: ASSIDS  
Date: 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
- 2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: ShareSTAFF, LLC

6/5/2023

Date

DocuSigned by:

*Devon Dean*

Name: Devon Dean

Title: President

Vendor Initials DS  
0555105  
Date 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit E

CERTIFICATION REGARDING LOBBYING

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention, sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor); the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification, shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: ShareSTAFF, LLC

6/5/2023

Date

DocuSigned by:

*Devon Dean*

Name: Devon Dean

Title: President

Exhibit E - Certification Regarding Lobbying

Vendor Initials: **ASSIDS**  
Date: 6/5/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549, 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- (10) Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant (as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: ShareSTAFF, LLC

6/5/2023

Date

DocuSigned by:
Devon Dean
Name: Devon Dean
Title: President

Contractor Initials: DSSIDS
Date: 6/5/2023

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS.**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations - OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations - Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279, (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations - Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle-blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



**New Hampshire Department of Health and Human Services  
Exhibit G**

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- I. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: ShareSTAFF, LLC

6/5/2023

Date

DocuSigned by:

*Devon Dean*

Name: Devon Dean

Title: President.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: ShareSTAFF, LLC

6/5/2023

Date

DocuSigned by:

*Devon Dean*

Name: Devon Dean

Title: President

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Contractor Initials

Date 6/5/2023

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials ASSIDS  
Date 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part-170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

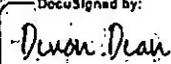
The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 108-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: shareSTAFF, LLC

6/5/2023

Date

DocuSigned by:  
  
 Name: Devon Dean  
 Title: President



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor, identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- 1. The UEI (SAM.gov) number for your entity is: HFNHCF6H6P23
- 2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

X  NO   YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- 3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO   YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- 4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

# New Hampshire Department of Health and Human Services

## Exhibit K

### DHHS Information Security Requirements



#### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and/or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used, and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data, said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

#### A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore, or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information; and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

#### V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and SHC Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1: Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

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***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/18/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

SHC Services, Inc.

2/17/2025

Date

Signed by:

*Michael Felgenhour*

Name: Michael Felgenhour

Title: Senior Business Development Director

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

2/22/2025

Date

DocuSigned by:  
*Robert Guarino*  
Name: Robert Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire;
- 1.2.2. Resume;
- 1.2.3. Basic Life Support (BLS) certification, as required by state law;
- 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
  - 1.2.4.2. A physical capacity exam.
  - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
    - 1.2.4.3.1. MMR.
    - 1.2.4.3.2. Hepatitis B.
    - 1.2.4.3.3. Varicella (chickenpox).
    - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
    - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
  - 1.2.4.4. Background checks in accordance with Section 1.14.
  - 1.2.4.5. A minimum of three (3) professional references.
  - 1.2.4.6. N95 Fit test results.
  - 1.2.4.7. Urine Drug Screen

1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.
- 1.7. **RN and LPN Position Requirements**
  - 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
    - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.7.1.2. Executing charge nurse responsibilities.
    - 1.7.1.3. Administering medication(s).
    - 1.7.1.4. Processing of physician orders.
    - 1.7.1.5. Monitoring vital signs.
    - 1.7.1.6. Testing blood glucose levels.
    - 1.7.1.7. Completing treatments.
    - 1.7.1.8. Conducting pain assessments.
    - 1.7.1.9. Changing dressings.
    - 1.7.1.10. Providing venipuncture services.
    - 1.7.1.11. Management of the milieu.
    - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
    - 1.7.1.13. Communicating both verbally and in writing to report related findings.
    - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glencliff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glencliff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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authorized by the Department's Information Security Office or designee;

1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;

1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."

1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and

1.15.1.9. Agree when utilizing the Department's email system:

1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".

1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and

1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

<sup>Initials</sup>  
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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 SHC SERVICES, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on December 17, 2003. 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: 457613

Certificate Number: 0006755662



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 August A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 2/25/2025
Effective Date: 2/25/2025
Business ID: 457613
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>SHC SERVICES, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>457613</b>
STATE OF INCORPORATION: <b>Delaware</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
6955 Union Park Center Dr Suite 400 Cottonwood Heights, UT, 84047, USA	6955 Union Park Center Dr Suite 400 Cottonwood Heights, UT, 84047, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street S313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / MEDICAL STAFF RELIEF</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Greg Palmer	6955 Union Park Center Dr, Suite 400, Cottonwood Heights, UT, 84047, USA	President
Greg Palmer	6955 Union Park Center Dr, Suite 400, Cottonwood Heights, UT, 84047, USA	Secretary
Greg Palmer	6955 Union Park Center Dr, Suite 400, Cottonwood Heights, UT, 84047, USA	Director
Klaus Geiser	Suite 400 6955 Union Park Center Dr, Cottonwood Heights, UT, 84047, USA	Chief Financial Officer

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.		
Title: <b>Chief Financial Officer</b>		
Signature: <b>Klaus Geiser</b>		
Name of Signer: <b>Klaus Geiser</b>		

### CERTIFICATE OF AUTHORITY

I, Klaus Geiser, hereby certify that: (Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of SHC Services, Inc., dba Supplemental Health Care.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on February 12, 2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

VOTED: That Michael Felgenhour, Senior Business Development Director (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of SHC Services, Inc., dba Supplemental Health Care to enter into contracts or agreements with the State (Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 2/12/25

  
\_\_\_\_\_  
Signature of Elected Officer

Name: Klaus Geiser

Title: CFO





**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

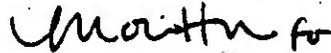
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glencliff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and SHC Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glencliff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glencliff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

<sup>DS</sup>  
MF

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/27/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

SHC Services, Inc.

11/21/2023

Date

DocuSigned by:

*Michael Felgenhour*

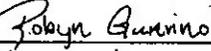
Name: Michael Felgenhour

Title: Biz Dev Director

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

11/27/2023  
\_\_\_\_\_  
Date

DocuSigned by:  
  
\_\_\_\_\_  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

15  
mac



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
Interim Commissioner  
  
Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 • 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 • TDD Access: 1-800-735-2964 • www.dhhs.nh.gov

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025, 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing, LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc. (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF, LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity. On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25%, and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

Project ID # **RFA-2024-NHH-01-TEMPO**

Project Title **Temporary Staff Services**

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST**

*Not Applicable - No Cost Proposal for RFA*

**Reviewer Name**

- 1 Anne Durant
- 2 Kevin Lincoln
- 3 Bret Mason
- 4 Donna Ferland
- 5 Carol Delisle

**Title**

- NHH, Nursing Coordinator
- Director of Finance of Glenduff Home
- NHH, Chief Financial Officer
- NHH, Finance Director
- NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\*- The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc: dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-13)

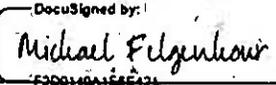
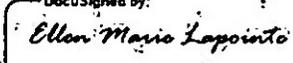
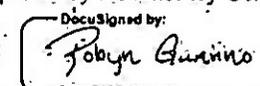
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**1. IDENTIFICATION**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name SHC Services, Inc.		1.4 Contractor Address 12225 Greenville Ave., Suite 600, Dallas, TX 75243	
1.5 Contractor Phone Number 716-541-2665	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date 6/9/2023		1.12 Name and Title of Contractor Signatory Michael Felgenhauer, Dev Director	
1.13 State Agency Signature DocuSigned by:  Date 6/9/2023		1.14 Name and Title of State Agency Signatory Ellen Lapointe, Chief Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel: (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 6/9/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3: The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

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**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default; treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default; or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1. Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION:**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

Contractor Initials: DS  
MF  
Date: 6/9/2023

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

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**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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Temporary Staff Services

EXHIBIT B

Scope of Services

1. Statement of Work

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B;
    - 1.2.4.2.2. Influenza;
    - 1.2.4.2.3. MMR;
    - 1.2.4.2.4. Varicella (chickenpox);
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis;
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold);
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references;
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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**New Hampshire Department of Health and Human Services  
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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenduff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically, demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenduff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenciff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C; Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glenciff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glenciff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glenciff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

1.11. Compensation

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glenciff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glenciff Home.

1.12. Compliance

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT B

procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

1.13. Background Checks

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.14. Department Owned Devices, Systems and Network Usage

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g., computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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EXHIBIT B

- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."



**New Hampshire Department of Health and Human Services  
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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
- 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
- 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.14.1.13. Agree End Users will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.14.1.14. Agree, if any End User is found to be in violation of any of the above Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
- 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.14.2. Workspace Requirement**

- 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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Temporary Staff Services

EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**New Hampshire Department of Health and Human Services  
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**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
 Glenciff

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday.
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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EXHIBIT C

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St.  
Concord, NH 03301

7.6.2. Glenciff invoices may be emailed to:

[Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

11.1.3. Condition C.- The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.

11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.

11.2.1. The Contractor shall submit a copy of any Single-Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.

11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.

11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken; or which have been disallowed because of such an exception.

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New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS**  
**US DEPARTMENT OF EDUCATION - CONTRACTORS**  
**US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D



- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted:
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Supplemental Health Care

DocuSigned by:

*Michael Felgenhour*

Name: Michael Felgenhour

Title: Biz Dev Director

6/9/2023

Date:

Vendor Initials MF  
Date 6/9/2023

New Hampshire Department of Health and Human Services  
Exhibit E



**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

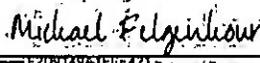
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Supplemental Health Care

6/9/2023

Date

DocuSigned by:  
  
 Name: Michael Felgenhour  
 Title: Biz Dev Director

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters; and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

New Hampshire Department of Health and Human Services  
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction, or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

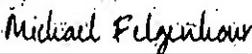
LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Supplemental Health Care

6/9/2023

Date

DocuSigned by:  
  
 Name: Michael Felgenhour  
 Title: Biz Dev Director

Contractor Initials  
  
 Date 6/9/2023

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013), the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

MF

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Supplemental Health Care

6/9/2023

Date:

DocuSigned by:  
*Michael Felgenhour*  
Name: Michael Felgenhour  
Title: Biz Dev Director

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations, and Whistleblower protections

Contractor Initials

DS  
MF

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Supplemental Health Care

6/9/2023

Date

DocuSigned by:

*Michael Felgenhour*

Name: Michael Felgenhour

Title: Biz Dev Director

DS  
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New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials MF  
Date 6/9/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award. In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of the Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Supplemental Health Care

6/9/2023

Date

DocuSigned by:

*Michael Felgenhour*

Name: MICHAEL FELGENHOUR

Title: Biz Dev Director



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: PKTWM622L2S4
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

## New Hampshire Department of Health and Human Services

### Exhibit K

## DHHS Information Security Requirements



### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.  
  
Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and/or other sensitive and confidential information.
4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

#### I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

##### A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure:

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VRN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

### III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless otherwise required by law, or permitted under this Contract. To this end, the parties must:

#### A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Department's discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



- e. Limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. Only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. In all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. Understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options; and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

[DHHSPrivacyOfficer@dhhs.nh.gov](mailto:DHHSPrivacyOfficer@dhhs.nh.gov)

B. DHHS Security Officer:

[DHHSInformationSecurityOffice@dhhs.nh.gov](mailto:DHHSInformationSecurityOffice@dhhs.nh.gov)

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**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Sunbelt Staffing, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

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Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

***\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.***

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glenclyff invoices may be emailed to: Glenclyff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/19/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Sunbelt Staffing, LLC

2/18/2025

Date

DocuSigned by:

*Stephen Mariani*

Name: Stephen Mariani

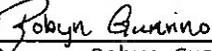
Title: Managing Director

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

2/22/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

Scope of Services

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated,

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
  - 1.3.2. BLS recertification.
  - 1.3.3. Covid-19 vaccinations or documented refusal.
  - 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glencliff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
- 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenciff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

New Hampshire Department of Health and Human Services  
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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenciff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

New Hampshire Department of Health and Human Services  
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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authorized by the Department's Information Security Office or designee;

- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.15.1.9. Agree when utilizing the Department's email system:
  - 1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
- 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

**EXHIBIT B Amendment #2**

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 SUNBELT STAFFING, LLC is a Florida Limited Liability Company registered to transact business in New Hampshire on May 07, 2007. 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: 577318

Certificate Number: 0006738833



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 18th day of July A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/12/2025
Effective Date: 3/12/2025
Business ID: 577318
David M. Scanlan Secretary of State

BUSINESS NAME: <b>SUNBELT STAFFING, LLC</b>
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>
BUSINESS ID: <b>577318</b>
STATE OF FORMATION: <b>Florida</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
<b>501 Brooker Creek Blvd Suite A-400 Oldsmar, FL, 34677 - 2966, USA</b>	<b>501 Brooker Creek Blvd Suite A-400 Oldsmar, FL, 34677 - 2966, USA</b>

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>C T Corporation System (1108)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>2 1/2 Beacon Street Concord, NH, 03301 - 4447, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Staffing services.</b>	

MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>David Alexander</b>	<b>5550 Peachtree Pkwy Ste 500, Peachtree Corners, GA, 30092, USA</b>	<b>President</b>
<b>Soliant Health LLC</b>	<b>5550 Peachtree Pkwy, ste500, Peachtree Corners, GA, 30092, USA</b>	<b>Manager</b>
<b>Tom Kloiber</b>	<b>5550 Peachtree Pkwy Ste 500, Peachtree Corners, GA, 30092, USA</b>	<b>Chief Financial Officer</b>

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Title: **Authorized Signer**

Signature: **Amy Payne**

Name of Signer: **Amy Payne**

**CERTIFICATE OF AUTHORITY**

I, Lara Parker, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Sunbelt Staffing, LLC  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on February 10, 2024, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

VOTED: That Stephen Mariani, Managing Director (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Sunbelt Staffing, LLC to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 2/10/2025

Lara Parker

Signature of Elected Officer

Name:

Title:



## DESCRIPTIONS (Continued from Page 1)

(Auto) Primary Non-Contributory sublimit: \$1,000,000 per form PITS045.  
(Auto) Waiver of Subrogation per form CA0444 0310.

(WC) Blanket Alternate Employer per form WC0003 01A

(Crime) Loss Payee per form Crime Protection Plus form PI-LOSSPAY-SCH.

(UMB) follows form for General Liability, Auto Liability, Employers Liability and Professional Liability per forms: PI-CXL-041-0516 General Liability Follow Form Endorsement, PI-CXL-092 Automobile Liability (Sublimit), PI-CXL-005 Employer's Liability (Stop Gap) Follow Form Endorsement and PI-CXL-085 Professional Liability Coverage Sublimit

(Professional Liability) Professional Liability Virginia Statutory Limits Endorsement applies per Form HPE 000063-06-20. Current limits effective July 1, 2024: \$2,650,000 each claim/\$7,950,000 Aggregate.  
(Professional Liability) Blanket Additional Insured Primary and Non-contributory per form HPE-000007 0418  
(Professional Liability) Blanket Waiver of Subrogation per form HPE-000048,0716  
(Professional Liability) Separation of Insureds per form HPE-010032-0517  
(Professional Liability) Medical Professional Liability Policy is claims made and has a retroactive date of 01/01/2020 per form HPD-010001-09-16.  
(Professional Liability) Separation of Insureds applies per form HPE-010032-05-17.

(GL,PROLI, CRIME, IM, PROP, AUTO) 10 Days Notice for Nonpayment Cancellations and 30 Days Notice for all other Cancellations per form PI-CANXICH-002.

### EXCESS MEDICAL PROFESSIONAL LIABILITY

Policy Number: 6798437

Carrier (B): Lexington Insurance Company

Policy Period: 01/01/2025 - 01/01/2026

LIMIT: \$5,000,000 EACH CLAIM / \$5,000,000 AGGREGATE

SEXUAL ABUSE/ MOLESATION SUBLIMIT OF \$4,000,000 EACH CLAIM / \$4,000,000 AGGREGATE

Excess Medical Professional Liability Policy has a retroactive date of 01/01/2020 per form 113464.

Excess Medical Professional Liability Policy is claims made per form 113466.

Excess Medical Professional Liability Policy additional insured endorsement per Form HC0943.

### EXCESS MEDICAL PROFESSIONAL LIABILITY

Policy Number: P03HC0000074980

Carrier: Vantage Risk Specialty Insurance

Policy Period: 01/01/2025 - 01/01/26

Limit: \$4,000,000 EACH CLAIM / \$4,000,000 AGGREGATE

State of NH, Department of Health and Human Services are included as Additional Insured for General Liability with respect to work performed by the Named Insured, when required by written contract, agreement or permit and subject to the provisions and limitations of the policy.



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 4 of 4

The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glencliff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Sunbelt Staffing, LLC ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraphs 5.3.3 and 5.3.4, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

DS  
DB

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

12/7/2023

\_\_\_\_\_  
Date

DocuSigned by:

*Ellen Marie Lapointe*

\_\_\_\_\_  
Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Sunbelt Staffing, LLC

12/7/2023

\_\_\_\_\_  
Date

DocuSigned by:

*Danielle Brinkman*

\_\_\_\_\_  
Name: Danielle Brinkman

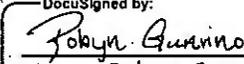
Title: Division Director

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/12/2023

\_\_\_\_\_  
Date

DocuSigned by:  
  
\_\_\_\_\_  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

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mar



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
Interim Commissioner

Eileen M. Lapalate  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval, through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc: (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenciff Home Professional Care**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/ Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenciff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc.	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenciff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc. *	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>
<i>Not Applicable - No Cost Proposal for RFA</i>					

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-14)

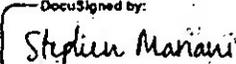
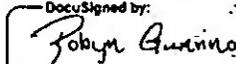
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**1. IDENTIFICATION:**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Sunbelt Staffing, LLC		1.4 Contractor Address 501 Brooker Creek Blvd, Suite A-400 Oldsmar, FL 34677	
1.5 Contractor Phone Number  813-792-3427	1.6 Account Number 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	1.7 Completion Date  6/30/2025	1.8 Price Limitation  *\$3,770,000
1.9 Contracting Officer for State Agency  Robert W. Moore, Director		1.10 State Agency Telephone Number  (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/12/2023		1.12 Name and Title of Contractor Signatory  Stephen Mariani Managing Director	
1.13 State Agency Signature DocuSigned by:  Date: 6/13/2023		1.14 Name and Title of State Agency Signatory  Ellen Marie Lapointe Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)  By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable)  By:  On: 6/13/2023			
1.17 Approval by the Governor and Executive Council (if applicable)  G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials   
 Date 6/12/2023

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

### 8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or, on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

### 9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

### 10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

### 12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**17. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

**18. CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

**19. CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

1. Revisions to Form P-37, General Provisions

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services.**

**EXHIBIT B**

- to:
- 1.3.1. License renewals.
  - 1.3.2. CPR recertification.
  - 1.3.3. Covid-19 vaccinations or appropriate exemptions.
  - 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
- 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. RN and LPN Position Requirements**
- 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.14.2. **Workspace Requirement**

1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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5.	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6.	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenciff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenciff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:

6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.

6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.

7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

7.3. Identifies and requests payment for allowable costs incurred in the previous month.

7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

SM

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2. Glenclyff invoices may be emailed to:

[Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

<sup>DS</sup>  
SM

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 
- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 21 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEE'S OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Sunbelt Staffing LLC

6/12/2023

Date

DocuSigned by:

*Stephen Mariani*

Name: Stephen Mariani

Title: Managing Director



New Hampshire Department of Health and Human Services  
Exhibit E

CERTIFICATION REGARDING LOBBYING

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- \*Temporary Assistance to Needy Families under Title IV-A
- \*Child Support Enforcement Program under Title IV-D
- \*Social Services Block Grant Program under Title XX
- \*Medicaid Program under Title XIX
- \*Community Services Block Grant under Title VI
- \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying), in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: sunbelt staffing LLC

6/12/2023

Date

DocuSigned by:

*Stephen Mariani*

Name: Stephen Mariani

Title: Managing Director

DS  
SM

Vendor Initials

Date 6/12/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and



New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

- 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (l)(b) of this certification; and
- 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:

- 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
- 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).

- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled, "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Sunbelt Staffing LLC

6/12/2023

Date

DocuSigned by:

Stephen Mariani

Name: Stephen Mariani

Title: Managing Director

DS  
SM

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559; which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

DS  
SM

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Sunbelt Staffing LLC

6/12/2023

Date

DocuSigned by:

Stephen Mariani

Name: Stephen Mariani

Title: Managing Director

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

DS  
SM



New Hampshire Department of Health and Human Services  
Exhibit H

**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Sunbelt Staffing LLC

6/12/2023

Date

DocuSigned by:

*Stephen Mariani*

Name: Stephen Mariani

Title: Managing Director

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials 08  
SM  
Date 07/12/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique Identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Sunbelt Staffing LLC

6/12/2023

Date

DocuSigned by:

Stephen Mariani

Name: Stephen Mariani

Title: Managing Director

SM

Contractor Initials

Date 6/12/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The UEI (SAM.gov) number for your entity is: HGSKSHA9J7F7
- 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: _____

SM

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information.**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

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request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security, and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

**III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS**

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

**A. Retention**

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV, A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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### Exhibit K

### DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

**A. DHHS Privacy Officer:**

DHHSPrivacyOfficer@dhhs.nh.gov

**B. DHHS Security Officer:**

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Tryfacta, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

New Years Eve and Day	Labor Day
Martin Luther King Day	Memorial Day
Thanksgiving	President's Day
Independence Day	Christmas Eve and Day

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

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**\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.**

5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glencliff, the Department will:

5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and

5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.

7. Modify Exhibit C, Payment Terms, Section 7.6., to read:

7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:

Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301

7.6.2 Glencliff invoices may be emailed to: Glencliff.AP@dhhs.nh.gov, or mailed to:

Financial Manager  
Glencliff Home  
PO Box 76  
Glencliff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/18/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Tryfacta, Inc.

2/14/2025

Date

Signed by:

*Arman Dhar*

Name: Arman Dhar

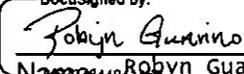
Title: VP Operations

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

2/22/2025

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
- 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
- 1.6.1.7. Monitoring staffing throughout the hospital.
- 1.6.1.8. Demonstrate positive leadership.

**1.7. RN and LPN Position Requirements**

- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
  - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
  - 1.7.1.2. Executing charge nurse responsibilities.
  - 1.7.1.3. Administering medication(s).
  - 1.7.1.4. Processing of physician orders.
  - 1.7.1.5. Monitoring vital signs.
  - 1.7.1.6. Testing blood glucose levels.
  - 1.7.1.7. Completing treatments.
  - 1.7.1.8. Conducting pain assessments.
  - 1.7.1.9. Changing dressings.
  - 1.7.1.10. Providing venipuncture services.
  - 1.7.1.11. Management of the milieu.
  - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
  - 1.7.1.13. Communicating both verbally and in writing to report related findings.
  - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

New Hampshire Department of Health and Human Services  
Temporary Staff Services

**EXHIBIT B Amendment #2**

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

New Hampshire Department of Health and Human Services  
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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenciff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenclyff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenclyff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenclyff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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**New Hampshire Department of Health and Human Services  
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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfilment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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- authorized by the Department's Information Security Office or designee;
- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
  - 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
  - 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
  - 1.15.1.9. Agree when utilizing the Department's email system:
    - 1.15.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
    - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
    - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
  - 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
    - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
    - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

**New Hampshire Department of Health and Human Services  
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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

**1.15.2. Workspace Requirement**

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

3.2.3.1. Brochures.

3.2.3.2. Resource directories.

3.2.3.3. Protocols or guidelines.

3.2.3.4. Posters.

3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

**New Hampshire Department of Health and Human Services  
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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 TRYFACTA, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on March 09, 2021. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 864746

Certificate Number: 0006743139



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 26th day of July A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 1/7/2025
Effective Date: 1/7/2025
Business ID: 864746
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>TRYFACTA, INC.</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>864746</b>
STATE OF INCORPORATION: <b>Delaware</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
4637 Chabot Drive STE 100 Pleasanton, CA, 94588, USA	4637 Chabot Drive STE 100 Pleasanton, CA, 94588, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>REGISTERED AGENTS INC (658418)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>84 W BROADWAY, STE 200 DERRY, NH, 03038, USA .</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>Administrative and Support and Waste Management and Remediation Services</b>	<b>Temporary Help Services</b>

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Ratika Tyagi	4637 Chabot Drive Ste 100, Pleasanton, CA, 94588, USA	President
Ratika Tyagi	4637 Chabot Drive Ste 100, Pleasanton, CA, 94588, USA	Secretary
Ratika Tyagi	4637 Chabot Drive Ste 100, Pleasanton, CA, 94588, USA	Treasurer
Ratika Tyagi	4637 Chabot Dr, STE 100, Pleasanton, CA, 94588, USA	Director

<p>I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.</p> <p style="text-align: center;">Title: <b>Authorized Signer</b></p> <p style="text-align: center;">Signature: <b>Robin Jones</b></p> <p style="text-align: center;">Name of Signer: <b>Robin Jones.</b></p>
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**CERTIFICATE OF AUTHORITY**

I, Ratika Tyagi, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Tryfacta, Inc.  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on Jan 15, 2025, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Arman Dhar, Senior Vice President- Operations (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Tryfacta, Inc. to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 2/10/2025

Ratika Tyagi  
Signature of Elected Officer  
Name: Ratika Tyagi  
Title: Secretary



AGENCY CUSTOMER ID: TRYFINC-01

LOC #: \_\_\_\_\_



### ADDITIONAL REMARKS SCHEDULE

AGENCY Marsh & McLennan Agency LLC		NAMED INSURED Tryfacta, Inc. 4637 Chabot Dr, Suite 100 Pleasanton CA 94588	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

**ADDITIONAL REMARKS**

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Medical Professional Liability through Landmark American Insurance Co (LHM860285), Eff 8/5/24 - 8/5/25: \$1M per Claim / \$3M Aggregate

Cyber Liability through Houston Casualty Company (H24NGP22582901), Eff 5/22/24 - 5/22/25: \$3M Limit

Excess Cyber Liability through AI-Bay Insurance Services (AB672759202), Eff 5/22/24 - 5/22/25: \$3M Limit (in excess of \$3M Primary Cyber Limit)



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
 Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenciff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)			
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)			
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)			
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)			
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)			
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)			
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)			
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)			
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)			
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)			

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

His Excellency, Governor Christopher T. Sununu  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glenclyff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glenclyff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glenclyff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glenclyff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glenclyff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

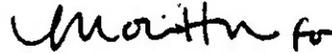
His Excellency, Governor Christopher T. Sununu  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Tryfacta, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

DS  
AD  
Date 11/15/2023

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

11/28/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Tryfacta, Inc.

11/15/2023

Date

DocuSigned by:

*Arman Dhar*

Name: Arman Dhar

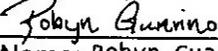
Title: VP Operations

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/1/2023

Date

DocuSigned by:  
  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:



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mac

**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**NEW HAMPSHIRE HOSPITAL**

**Lori A. Weaver**  
Interim Commissioner

**Ellen M. Lapointe**  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 | 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenciff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenciff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenciff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenciff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

**Project ID #** RFA-2024-NHH-01-TEMPO  
**Project Title** Temporary Staff Services

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

Reviewer Name	Title
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenduff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC*	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
126	99	122

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
93	116	111	89	93	112

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (REA-2024-NHH-01-TEMPO-15)

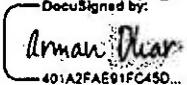
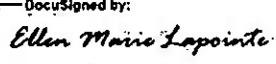
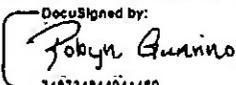
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857	
1.3 Contractor Name Tryfacta, Inc.		1.4 Contractor Address 84 W Broadway, STE 200, Derry, NH 03038	
1.5 Contractor Phone Number 408-893-5500	1.6 Account Number 05-095-094-940010-8750-102-500731 05-095-091-910010-5710-101-500729	1.7 Completion Date 6/30/2025	1.8 Price Limitation *\$3,770,000 Shared Price Limitation
1.9 Contracting Officer for State Agency Robert W. Moore, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature DocuSigned by:  Date: 6/8/2023		1.12 Name and Title of Contractor Signatory Arman Dhar VP Operations	
1.13 State Agency Signature DocuSigned by:  Date: 6/8/2023		1.14 Name and Title of State Agency Signatory Ellen Marie Lapointe Executive Officer	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 6/9/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials:   
 Date: 6/8/2023

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials AD  
Date 6/8/2023

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default; treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement; shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE:** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS:**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor Initials AD  
Date 6/8/2023

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall, in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**EXHIBIT B**

**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenciff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenside to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
  - 1.8.1.4. Identifying and recording patient valuables.
  - 1.8.1.5. Completing documentation requirements.
  - 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
  - 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
  - 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
  - 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
  - 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
  - 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
  - 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
  - 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
  - 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
  - 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

- 1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:
  - 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
  - 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
  - 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
  - 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
  - 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
  - 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences, as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

- 1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.
- 1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.
- 1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.
- 1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.
- 1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

- 1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

- 1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies<sup>05</sup> and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

1.12.2.1. Site visits.

1.12.2.2. File reviews.

1.12.2.3. Staff training.

1.13. Background Checks

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;

1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

1.14. Department Owned Devices, Systems and Network Usage

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature line information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

**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."

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- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
  - 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

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**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
Total	\$2,010,000	\$1,760,000	\$3,770,000

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), Glenciff**

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New Hampshire Department of Health and Human Services  
 Temporary Staff Services

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 6. Break and meal allowances will apply as follows:
  - 6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.
  - 6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.
- 7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:
  - 7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.
  - 7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.
  - 7.3. Identifies and requests payment for allowable costs incurred in the previous month.
  - 7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.
  - 7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

- 7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:
- Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301
- 7.6.2 Glenciff invoices may be emailed to:
- [Glenciff.AP@dhhs.nh.gov](mailto:Glenciff.AP@dhhs.nh.gov), or mailed to:
- Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238
8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.
9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.
10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
11. Audits
- 11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:
- 11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
- 11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

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- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.

New Hampshire Department of Health and Human Services  
Exhibit D



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS**  
**US DEPARTMENT OF EDUCATION - CONTRACTORS**  
**US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency



New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

Arman Dhar

Name: Arman Dhar

Title: vp operations

New Hampshire Department of Health and Human Services  
Exhibit E



**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions, agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

*Arman Dhar*

Name: Arman Dhar

Title: VP Operations

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

New Hampshire Department of Health and Human Services  
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (11)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

Arman Dhar

Name: Arman Dhar

Title: VP Operations

Contractor Initials

AD

Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO,  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

DS  
AD

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

Arman Dhar

Name: Arman Dhar

Title: VP Operations

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

AD

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18; if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

*Arman Dhar*

Name: Arman Dhar

Title: VP operations

Contractor Initials

*AD*

Date 6/8/2023

New Hampshire Department of Health and Human Services



Exhibit I

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**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

Contractor Initials   
Date 6/8/2023

New Hampshire Department of Health and Human Services  
Exhibit J



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: Tryfacta

6/8/2023

Date

DocuSigned by:

*Arman Dhar*

Name: Arman Dhar

Title: VP operations

Contractor Initials

AD

Date: 6/8/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The UEI (SAM.gov) number for your entity is: DNXNJJDKLYM6
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

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New Hampshire Department of Health and Human Services  
Exhibit K  
DHHS Information Security Requirements



A. Definitions.

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other, than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
  4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
  5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
  6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

## New Hampshire Department of Health and Human Services

### Exhibit K

### DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doi/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons, during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents, from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Worldwide Travel Staffing, Limited ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), as amended on February 21, 2024 (Item #29), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend/as follows:

1. Form P-37, General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2027
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$28,800,000
3. Modify Exhibit B, Scope of Services, by replacing it in its entirety with Exhibit B – Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit C, Payment Terms, Section 2, to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	SFY 2026	SFY 2027	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$7,300,000</b>	<b>\$7,500,000</b>	<b>\$7,500,000</b>	<b>\$28,800,000</b>

5. Modify Exhibit C, Payment Terms, Section 3, to read:
  3. This Agreement is funded by:
    - 3.1 20% General Funds
    - 3.2 80% Other Funds (Agency Income, Agency Fees and Intra-Department Transfer).
6. Modify Exhibit C, Payment Terms, by deleting and replacing Section 5 in its entirety, **Effective July 1, 2025 upon Governor and Council approval of this Amendment #2, whichever is later,\*** to read:
  5. Payment shall be for temporary staff actual hours worked in fulfillment of the services as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 1, Hourly Rates, below:

Table 1		
Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RNs), NHH	\$85.00
2	Registered Nurses (RNs), Glenclyff	\$85.00
3	Licensed Practical Nurses (LPNs), Glenclyff	\$75.00
4	Mental Health Workers, NHH	\$34.00
5	Licensed Nursing Assistants (LNA), NHH	\$34.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$34.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse, NHH	\$105.00
**All hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.		

5.1. Payment for temporary staff actual hours worked on any of the holidays listed below shall be in fulfillment of the services in this Agreement as specified in Exhibit B – Amendment #2, Scope of Services, in accordance with Table 2, Holiday Hourly Rates, further below. Holiday shifts begin with the 10:45 pm – 7:00 am shift on the eve of the holiday, except for Christmas and New Years Holiday shifts, which begin at 2:45 pm on the eve of the holiday and end with the 10:45 pm – 7:15 am shift starting on the holiday.

- |                        |                       |
|------------------------|-----------------------|
| New Years Eve and Day  | Labor Day             |
| Martin Luther King Day | Memorial Day          |
| Thanksgiving           | President's Day       |
| Independence Day       | Christmas Eve and Day |

Table 2		
Holiday Hourly Rates Effective July 1, 2025*		
Line	Description	Hourly Rate**
1	Registered Nurses (RN's), NHH	\$100.00
2	Registered Nurses (RN's), Glenclyff	\$100.00
3	Licensed Practical Nurses (LPN), Glenclyff	\$88.50
4	Mental Health Workers, NHH	\$40.00
5	Licensed Nursing Assistants (LNA), NHH	\$40.00
6	Licensed Nursing Assistants (LNA), Glenclyff	\$40.00
7	Psychiatric Social Workers (PSWs), NHH	\$75.00
8	Resource Nurse	\$120.00

**\*\*All holiday hourly rates are inclusive of Contractor's administrative costs, staff mileage, and travel expenses.**

- 5.2. In the event RN Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenciff, the Department will:
- 5.2.1. Make payment to the Contractor for a placement fee of \$2,500 if the RN staff member has provided services on a temporary basis for less than two (2) thirteen-week terms; and
  - 5.2.2. Not reimburse the Contractor a placement fee if the staff member has provided services on a temporary basis for more than two (2) thirteen-week terms.
7. Modify Exhibit C, Payment Terms, Section 7.6., to read:
- 7.6 Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:
- 7.6.1 NHH invoices may be emailed to: NHHFinancialServices@dhhs.nh.gov, or mailed to:  
Financial Manager  
Department of Health and Human Services  
New Hampshire Hospital  
121 South Fruit Street  
Concord, NH 03301
  - 7.6.2 Glenciff invoices may be emailed to: Glenciff.AP@dhhs.nh.gov, or mailed to:  
Financial Manager  
Glenciff Home  
PO Box 76  
Glenciff, NH 03238

All terms and conditions of the Contract and prior Amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

2/18/2025

Date

DocuSigned by:

*Ellen Lapointe*

Name: Ellen Lapointe

Title: Chief Executive Officer

Worldwide Travel Staffing, Limited

2/17/2025

Date

DocuSigned by:

*Leo R. Blatz, R.N., M.S.N.*

Name: Leo R. Blatz, R.N., M.S.N.

Title: Chief Executive Officer

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

3/1/2025

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B Amendment #2**

**Scope of Services**

**1. Statement of Work**

- 1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenclyff Home (Glenclyff) onsite at both locations as needed. Temporary Staff are defined to include the following positions:
  - 1.1.1. Registered Nurses (RNs);
  - 1.1.2. Licensed Practical Nurses (LPNs);
  - 1.1.3. Licensed Nursing Assistants (LNAs);
  - 1.1.4. Mental Health Workers (MHWs); and
  - 1.1.5. Psychiatric Social Workers (PSWs).
- 1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:
  - 1.2.1. Valid applicable licenses issued in New Hampshire;
  - 1.2.2. Resume;
  - 1.2.3. Basic Life Support (BLS) certification, as required by state law;
  - 1.2.4. Proof of pre-employment screening, which includes, but is not limited to:
    - 1.2.4.1. COVID-19 and influenza vaccines within the current season or as needed, or documented refusal for one or both.
    - 1.2.4.2. A physical capacity exam.
    - 1.2.4.3. Proof of health screening which includes, but is not limited to the following immunizations:
      - 1.2.4.3.1. MMR.
      - 1.2.4.3.2. Hepatitis B.
      - 1.2.4.3.3. Varicella (chickenpox).
      - 1.2.4.3.4. Tetanus, diphtheria, pertussis (T-DAP).
      - 1.2.4.3.5. TB skin test (Quantiferon TB gold).
    - 1.2.4.4. Background checks in accordance with Section 1.14.
    - 1.2.4.5. A minimum of three (3) professional references.
    - 1.2.4.6. N95 Fit test results.
    - 1.2.4.7. Urine Drug Screen
- 1.3. The Contractor must ensure all professional license renewals and updated

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vaccinations are provided to NHH. Renewals include, but are not limited to:

- 1.3.1. Professional license renewals.
- 1.3.2. BLS recertification.
- 1.3.3. Covid-19 vaccinations or documented refusal.
- 1.3.4. Influenza vaccinations or documented refusal.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glenclyff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **Resource RN Position Requirements – \*Effective July 1, 2025, upon Governor and Council approval of this Amendment #2, whichever is later:**
  - 1.6.1. Resource RNs must be qualified to perform duties including, but not limited to:
    - 1.6.1.1. All duties as listed in Subsection 1.7, RN and LPN Position Requirements.
    - 1.6.1.2. Overseeing the units and serving as a resource to nursing staff in maintaining a safe, therapeutic, and caring environment on the units and throughout the hospital.
    - 1.6.1.3. Acting as a role model for the delivery of safe and therapeutic nursing care.
    - 1.6.1.4. Identifying and communicating clinical and administrative concerns to Executive Nursing Leadership and/or the Executive on Call.

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- 1.6.1.5. Initiating the NHH Emergency Preparedness Plan and Patient Care Services Continuity of Operations Plans as needed for emergency situations.
  - 1.6.1.6. Monitoring temporary staff adherence to the policies and standards of NHH and the NHH Department of Nursing.
  - 1.6.1.7. Monitoring staffing throughout the hospital.
  - 1.6.1.8. Demonstrate positive leadership.
- 1.7. RN and LPN Position Requirements**
- 1.7.1. RNs and LPNs must be qualified to perform duties that include, but are not limited to:
    - 1.7.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.7.1.2. Executing charge nurse responsibilities.
    - 1.7.1.3. Administering medication(s).
    - 1.7.1.4. Processing of physician orders.
    - 1.7.1.5. Monitoring vital signs.
    - 1.7.1.6. Testing blood glucose levels.
    - 1.7.1.7. Completing treatments.
    - 1.7.1.8. Conducting pain assessments.
    - 1.7.1.9. Changing dressings.
    - 1.7.1.10. Providing venipuncture services.
    - 1.7.1.11. Management of the milieu.
    - 1.7.1.12. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
    - 1.7.1.13. Communicating both verbally and in writing to report related findings.
    - 1.7.1.14. In accordance with Department policies, declare a Personal Safety Emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.8. LNA Position Requirements**

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- 1.8.1. LNAs must be qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.8.1.2. Assisting with planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures, As directed by a nurse.
  - 1.8.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.8.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.8.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.9. MHW Position Requirements**

- 1.9.1. The Contractor must provide MHWs who, under the direction of an RN, perform assigned tasks, provide direct service to patients in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.9.1.1. Assisting in admission procedures.
  - 1.9.1.2. Searching for contraband.
  - 1.9.1.3. Orienting the patient to the unit/hospital environment.
  - 1.9.1.4. Identifying and recording patient valuables.
  - 1.9.1.5. Completing documentation requirements.
  - 1.9.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to nursing or medical staff in charge to assure safety and continuity of care.
  - 1.9.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
  - 1.9.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
  - 1.9.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
  - 1.9.1.10. Utilizing a supportive approach with anxious and agitated

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patients.

- 1.9.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.9.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.9.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.9.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.9.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.9.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.9.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.9.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee to ensure safe practices.
- 1.9.1.19. Maintaining current knowledge of hospital, departmental and unit-based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.9.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.9.1.21. Maintaining a positive customer service-oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.9.1.22. Maintaining safe body mechanics while participating in physically demanding, and unpredictable and potentially hazardous patient care situations, such as safely transporting physically aggressive patients.
- 1.9.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.10. PSW Position Requirements**

- 1.10.1. PSWs must possess at least a master's degree in social work (MSW)

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who are capable of duties that include, but are not limited to:

- 1.10.1.1. Performing complicated, detailed, and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.10.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.10.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial, and residential resources needed to promote recovery.
- 1.10.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenclyff, patient, guardians, families, and significant others based on an in-depth comprehensive psychosocial assessment.
- 1.10.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families, and significant others.
- 1.10.1.6. Providing individual, family and group therapy on assigned cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.10.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
- 1.10.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state, and charitable organizations.
- 1.10.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural, and disability-specific needs while documenting efficacy of utilized interventions.
- 1.10.1.10. Supervising, assigning, and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
- 1.10.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA

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135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.

- 1.10.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenciff policies and the Health Engagement Model (HEM).
- 1.10.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings, and giving direct testimony at court hearings as appropriate.
- 1.10.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
- 1.10.1.15. Providing support, modeling, and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
- 1.10.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms and reports.
- 1.10.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.10.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.10.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.10.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.11. Temporary Staffing Requirements**

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- 1.11.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.11.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.11.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.11.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.11.5. The Contractor must provide Temporary Staffing Services, applicable to each RN, Resource RN, and LPN position, for a period that is a minimum of thirteen (13) weeks without a gap in delivered services for the staffing period, unless otherwise mutually agreed upon in writing.
- 1.11.6. The Contractor will be reimbursed for providing and delivering temporary nursing staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis in accordance with the hourly rates as specified in Exhibit C, Payment Terms, Section 5.
- 1.11.7. The Contractor must allow any RN and Resource RN who worked a minimum of two (2) consecutive thirteen (13) week Staffing Periods to be hired by the Department.
- 1.11.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.
- 1.11.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury, or other unforeseen circumstance.
- 1.11.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.
- 1.11.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.11.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

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- 1.11.12. The Contractor must address performance issues with any Contractor employee when performance issues are identified and communicated to the Contractor by staff at NHH or Glenciff.
- 1.11.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.
- 1.11.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glenciff or NHH with or without cause.
- 1.11.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.12. Compensation**

- 1.12.1. The Contractor will be reimbursed for providing and delivering temporary nursing professional staffing services. For the purposes of this Agreement, "temporary" is defined as a minimum of thirteen (13) weeks working at either NHH or Glenciff Home, and any extension thereof up until twenty-six (26) weeks, based on hourly rates for actual hours worked. See Exhibit C, Payment Terms, Section 5.

**1.13. Compliance**

- 1.13.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.
- 1.13.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:
  - 1.13.2.1. Site visits.
  - 1.13.2.2. File reviews.
  - 1.13.2.3. Staff training.

**1.14. Background Checks**

- 1.14.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:
  - 1.14.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under

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this Agreement.

- 1.14.1.2. A name search of the Department's BAAS State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.3. A name search of the Department's DCYF Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 1.14.1.4. The Contractor must report any active or inactive findings in any Background Checks to designated Department staff at NHH and Glenclyff Home.

**1.15. Department Owned Devices, Systems and Network Usage**

- 1.15.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:
  - 1.15.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
  - 1.15.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
  - 1.15.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
  - 1.15.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
  - 1.15.1.5. Only use equipment, software, or subscription(s)

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- authorized by the Department's Information Security Office or designee;
- 1.15.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
  - 1.15.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
  - 1.15.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
  - 1.15.1.9. Agree when utilizing the Department's email system:
    - 1.15.1.9.1. To only use a Department email address assigned to them with a "@affiliate.DHHS.NH.Gov".
    - 1.15.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
    - 1.15.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."
  - 1.15.1.10. Contractor End Users with a Department issued email, access, or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
    - 1.15.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
    - 1.15.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use

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Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.

1.15.1.10.3. Agree End Users will only access the Department' intranet to view the Department's Policies and Procedures and Information Security webpages.

1.15.1.10.4. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

1.15.1.10.5. Agree to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.

1.15.2. Workspace Requirement

1.15.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services

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described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

- 3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."
- 3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution, or use.
- 3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:
  - 3.2.3.1. Brochures.
  - 3.2.3.2. Resource directories.
  - 3.2.3.3. Protocols or guidelines.
  - 3.2.3.4. Posters.
  - 3.2.3.5. Reports.
- 3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

- 4.1. The Contractor must keep records that include, but are not limited to:
  - 4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.
  - 4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and

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other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts, and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

# 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 WORLDWIDE TRAVEL STAFFING, LIMITED is a New York Profit Corporation registered to transact business in New Hampshire on October 11, 2006. 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: 565702.

Certificate Number: 0006730917



IN TESTIMONY WHEREOF,  
I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 3rd day of July A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan  
Secretary of State



# State of New Hampshire

## Department of State

### 2025 ANNUAL REPORT

Filed
Date Filed: 3/12/2025
Effective Date: 3/12/2025
Business ID: 565702
David M. Scanlan
Secretary of State

BUSINESS NAME: <b>WORLDWIDE TRAVEL STAFFING, LIMITED</b>
BUSINESS TYPE: <b>Foreign Profit Corporation</b>
BUSINESS ID: <b>565702</b>
STATE OF INCORPORATION: <b>New York</b>

CURRENT PRINCIPAL OFFICE ADDRESS	CURRENT MAILING ADDRESS
2829 Sheridan Drive Tonawanda, NY, 14150, USA	NONE

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: <b>CORPORATION SERVICE COMPANY (150560)</b>	
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry Street Suite 313 Concord, NH, 03301, USA</b>	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
<b>OTHER / Temporary healthcare staffing.</b>	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Laurie A. Dolega	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	President
Jane Meissner	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	Vice President
Jane Meissner	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	Secretary
Laurie A. Dolega	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	Treasurer
Laurie A. Dolega	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	Director
Jane T Blatz	2829 Sheridan Drive, Tonawanda, NY, 14150, USA	Director

<p>I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.</p> <p style="text-align: center;">Title: <u>Authorized Signer</u></p> <p style="text-align: center;">Signature: <u>Andrew Crawford</u></p> <p style="text-align: center;">Name of Signer: <u>Andrew Crawford</u></p>
---

**CERTIFICATE OF AUTHORITY**

I, Jane T. Meissner, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Worldwide Travel Staffing, Limited  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on November 26th, 2024, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

**VOTED:** That Leo R. Blatz, C.E.O. (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Worldwide Travel Staffing, Limited to enter into contracts or agreements with the State (Name of Corporation/ LLC).

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 02/17/2025

Jane T. Meissner  
Signature of Elected Officer  
Name: Jane T. Meissner  
Title: Secretary





**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
NEW HAMPSHIRE HOSPITAL**

Lori A. Weaver  
Commissioner

Ellen M. Lapointe  
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
603-271-5300 1-800-852-3345 Ext. 5300  
Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

November 17, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital and Glenclyff Home, to enter into **Sole Source** amendments to existing contracts, which were originally competitively bid, with the Contractors listed below for the provision of temporary staff at New Hampshire Hospital and Glenclyff Home, by increasing the total shared price limitation by \$7,730,000 from \$3,770,000 to \$11,500,000 with no change to the contract completion dates of June 30, 2025, effective upon Governor and Council approval. 31% General Funds. 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

The original contracts were approved by Governor and Council as specified below.

Contractor Name	Vendor Code	G&C Approval	Current Shared Price Limitation	Increase	Revised Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506 -B001	O: 6/28/2023 (Item #15)	\$3,770,000	\$7,730,000	\$11,500,000
AHS Staffing LLC (Traverse City, MI)	638521	O: 6/28/2023 (Item #15)			
Aya Healthcare, Inc. (San Diego, CA)	300930	O: 7/19/2023 (Item #16)			
Career Staff Unlimited, LLC (Irving, TX)	449994	O: 6/28/2023 (Item #15)			
CMG CIT Acquisition, LLC (Manchester, NH)	296667	O: 6/28/2023 (Item #15)			
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070 434	O: 6/28/2023 (Item #15)			

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Cross Country Staffing, Inc (Boca Raton, FL)	262451	O: 6/28/2023 (Item #15)		
Focus Staff Services LP (Dallas, TX)	441617	O: 7/19/2023 (Item #16)		
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	O: 6/28/2023 (Item #15)		
International SOS Government Medical Services, Inc. (Houston, TX)	449642	O: 7/19/2023 (Item #16)		
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	O: 6/28/2023 (Item #15)		
ShareSTAFF LLC (Stockton, CA)	525551	O: 6/28/2023 (Item #15)		
SHC Services, Inc. (Dallas, TX)	209387	O: 6/28/2023 (Item #15)		
Sunbelt Staffing, LLC (Oldsmar, FL)	577318	O: 6/28/2023 (Item #15)		
Tryfacta, Inc. (Derry, NH)	450101	O: 6/28/2023 (Item #15)		
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	O: 6/28/2023 (Item #15)		

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000

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and the Honorable Council  
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2025	101-500729	Payments to Medical Providers	91000000	\$510,000	\$490,000	\$1,000,000
			<b>Subtotal</b>	<b>\$1,020,000</b>	<b>\$980,000</b>	<b>\$2,000,000</b>

**05-95- 094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000	\$4,000,000	\$5,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000	\$2,750,000	\$4,000,000
			<b>Subtotal</b>	<b>\$2,750,000</b>	<b>\$6,750,000</b>	<b>\$9,500,000</b>
			<b>Total</b>	<b>\$3,770,000</b>	<b>\$7,730,000</b>	<b>\$11,500,000</b>

**EXPLANATION**

This request is **Sole Source** because the Department is increasing the total shared price limitation by more than 10% for these contracts, which were originally competitively bid. While recruitment has increased, the healthcare workforce shortage in New Hampshire persists and the labor market remains incredibly competitive. New Hampshire Hospital and Glencliff Home continue to actively recruit for permanent staff and utilize a range of recruitment strategies; however, nursing vacancies remain higher than anticipated when the Department originally calculated the shared price limitation for these services.

The purpose of this request is to add funds to existing contracts to continue to provide temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers to support New Hampshire Hospital and Glencliff Home. The Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. These temporary staff services contracts allow the Department to maintain a high standard of care and avoid disruptions to the continuity of services while New Hampshire Hospital and Glencliff Home continue to recruit permanent staff to fill open positions.

The population served includes patients at New Hampshire Hospital and Glencliff Home.

The Contractors will continue to provide qualified and properly licensed temporary staff to New Hampshire Hospital and Glencliff Home, as requested by the Department, based on staffing needs. All Contractors are paid at the same position-specific hourly rates specified in the agreements.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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The Department will continue to monitor services by screening all temporary staff for appropriate education and experience prior to placement, and by supervising the Contractors' personnel while they are on-shift performing their duties.

Should the Governor and Council not authorize this request, the Department may not have adequate staffing for New Hampshire Hospital and Glenclyff Home, which may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios and an increase the number of patients on New Hampshire Hospital's waitlist.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Temporary Staff Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Worldwide Travel Staffing, Limited ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 28, 2023 (Item #15), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
Shared Price Limitation of \$11,500,000.
2. Exhibit C, Section 2 to read:
  2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$6,500,000</b>	<b>\$5,000,000</b>	<b>\$11,500,000</b>

3. Exhibit C, Section 4, to read:
  4. For the purposes of this Agreement the Department has identified:
    - 4.1. The Contractor as a Contractor, based on criteria in 2 CFR 200.331.
4. Exhibit C, Section 5, Subsection 5.3, Paragraph 5.33, to read:
  - 5.3.3. For Nurse Professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall be one and one-half (1-1/2) times the applicable rate in the Tables above. For Nursing Professionals who work any of the holidays listed below, the hourly rate shall be one and one-half times the applicable rate in the Tables above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenclyff on the day of the holiday.
  - 5.3.4. For MHW and PSW professionals who work over forty hours under this Agreement in any week starting each Friday and ending each Thursday, the hourly rate shall

be one and one-half (1-1/2) times the hourly rate in the applicable Tables above. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

12/4/2023

Date

DocuSigned by:

*Ellen Marie Lapointe*

Name: Ellen Marie Lapointe

Title: Chief Executive Officer

Worldwide Travel Staffing, Limited

11/30/2023

Date

DocuSigned by:

*Leo R. Blatz, R.N., M.S.N.*

Name: Leo R. Blatz, R.N., M.S.N.

Title: Chief Executive Officer

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

12/4/2023

Date

DocuSigned by:  
*Robyn Guarino*  
Name: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:

15 mic



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 NEW HAMPSHIRE HOSPITAL

Lori A. Weaver  
 Interim Commissioner

Ellen M. Lapointe  
 Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301  
 603-271-5300 1-800-852-3345 Ext. 5300  
 Fax: 603-271-5395 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

June 15, 2023

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, New Hampshire Hospital, and Glenciff Home to enter into contracts with the Contractors listed below in an amount not to exceed a total shared price limitation of \$3,770,000 for all vendors for the provision of temporary staff at New Hampshire Hospital and Glenciff Home, with the option to renew for up to four (4) additional years, effective July 1, 2023, upon Governor and Council approval through June 30, 2025. 31% General Funds, 69% Other Funds (Agency Income, Agency Fees & Intra-Department Transfer).

Contractor Name	Vendor Code	Shared Price Limitation
22 <sup>nd</sup> Century Technologies, Inc. (Concord, NH)	216506-B001	\$3,770,000
AHS Staffing LLC (Traverse City, MI)	638521	
Career Staff Unlimited, LLC (Irving, TX)	449994	
CMG CIT Acquisition, LLC (Manchester, NH)	296667	
Compunnel Software Group, Inc. (Plainsboro, NJ)	V00070434	
Cross Country Staffing, Inc (Boca Raton, FL)	262451	
Healthcare Staffing Professionals, Inc. (Reseda, CA)	449651	
Maxim Healthcare Staffing Services, Inc. (Columbia, MD)	438253	
ShareSTAFF LLC (Stockton, CA)	525551	
SHC Services, Inc. (Dallas, TX)	209387	

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and the Honorable Council  
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Sunbelt Staffing, LLC (Oldsmar, FL)	577318	
Tryfacta, Inc. (Derry, NH)	450101	
Worldwide Travel Staffing, Limited (Tonawanda, NY)	224259	
		<b>\$3,770,000</b>

Funds are anticipated to be available in the following accounts for in State Fiscal Years 2024 and 2025, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-095-091-910010-5710-101-500729, Health & Social Services, Department of Health and Human Services, Glenclyff Home Professional Care**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	101-500729	Payments to Medical Providers	91000000	\$510,000
2025	101-500729	Payments to Medical Providers	91000000	\$510,000
			<b>Subtotal</b>	<b>\$1,020,000</b>

**05-95-094-940010-8750-102-500731, HHS: New Hampshire Hospital, New Hampshire Hospital, Acute Psychiatric Services**

State Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Program Services	94050200	\$1,500,000
2025	102-500731	Contracts for Program Services	94050200	\$1,250,000
			<b>Subtotal</b>	<b>\$2,750,000</b>
			<b>Total</b>	<b>\$3,770,000</b>

**EXPLANATION**

The purpose of this request is to secure temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to support New Hampshire Hospital (NHH) and Glenclyff Home. Due to the ongoing shortage of health care professionals, the Department requires temporary staffing services to locate and retain qualified temporary staff as part of the overall staffing strategy for these facilities. In addition, it is the Departments intent to bring additional bed capacity On E/F

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
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units at NHH back online at the end of 2023. These contracts will assist NHH in supporting the staffing needs associated with the intended capacity increase. The bed capacity increase will better meet the needs associated with Mission Zero and reduction in Emergency Department boarding across the state.

Both NHH and Glenclyff Home have ramped up recruitment strategies to fill empty state employee positions, however direct care vacancies remain high: RN vacancy rate is approximately 38%, Mental Health Worker 25% and Social Worker 60%. The Department is committed to filling all open slots with permanent staff, and temporary staff are not meant to replace permanent staff. However these Temporary Staff services contracts will allow the Department to maintain the high standard for care and continue services at both facilities unabated while continuing to recruit for permanent staff.

The population served includes patients at NHH and Glenclyff Home.

The Contractors will provide qualified and properly licensed temporary staff, including registered nurses, licensed practical nurses, licensed nursing assistants, mental health workers and psychiatric social workers, to NHH and Glenclyff Home, as requested by the Department based on staffing needs. All Contractors will be paid at the same position-specific hourly rates specified in the agreements.

The Department will monitor services by screening all temporary staff for appropriate education and experience prior to placement.

The Department selected the Contractors through a competitive bid process using a Request for Applications (RFA) that was posted on the Department's website from March 16, 2023 through April 21, 2023. The Department received 32 responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A, Revisions to Standard Agreement Provisions, Section 1, Revisions to Form P-37, General Provisions, Subsection 1.2 of the attached agreement, the parties have the option to extend the agreement for up to four (4) 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 may not have adequate staffing for NHH and Glenclyff Home. Lack of staffing may result in a reduction in the number of beds available to clients due to state-mandated staffing ratios, which could potentially increase the number of patients on the NHH waitlist and will further hinder the hospitals' ability to staff E/F unit.

In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver  
Interim Commissioner

Project ID # **RFA-2024-NHH-01-TEMPO**  
 Project Title **Temporary Staff Services**

	Maximum Points Available	22nd Century Technologies, Inc.	All's Well, Inc. dba All's Well	Adelphi Medical Staffing, LLC	AHS Staffing LLC	Aya Healthcare, Inc*	BayInfotech, LLC.
<b>Technical</b>							
Ability (Q1)	45	35	20	32	35	37	15
Experience (Q2)	30	25	25	15	24	25	20
Capacity (Q3)	50	45	15	25	42	45	32
Project Management (Q4)	25	23	15	15	17	22	22
<b>TOTAL POINTS</b>	<b>150</b>	<b>128</b>	<b>75</b>	<b>87</b>	<b>118</b>	<b>129</b>	<b>89</b>

**TOTAL PROPOSED VENDOR COST** *Not Applicable - No Cost Proposal for RFA*

<u>Reviewer Name</u>	<u>Title</u>
1 Anne Durant	NHH, Nursing Coordinator
2 Kevin Lincoln	Director of Finance of Glenclyff Home
3 Bret Mason	NHH, Chief Financial Officer
4 Donna Ferland	NHH, Finance Director.
5 Carol Delisle	NHH, Assistant Chief Nursing Officer

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

CareerStaff Unlimited, LLC	Cell Staff, LLC	Compunnel Software Group, Inc.
38	40	30
28	16	28
40	30	42
20	13	22
<b>126</b>	<b>99</b>	<b>122</b>

Compu-Vision Consulting, Inc.	CMG CIT Acquisition, LLC	Cross Country Staffing, Inc.	cTrace Solutions, Inc.	Diskriter, Inc.	Focus-Staff Services LP*
25	35	30	32	22	32
20	25	23	12	25	25
25	35	38	30	33	37
23	21	20	15	13	18
<b>93</b>	<b>116</b>	<b>111</b>	<b>89</b>	<b>93</b>	<b>112</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Health Advocates Network Inc. dba Staff Today	Healthcare Staffing Professionals, Inc.	Host Healthcare, Inc.	InstantServe LLC	International SOS Government Medical Services, Inc.	LanceSoft, Inc.
33	38	38	38	36	38
20	24	20	15	23	18
40	45	25	20	39	35
15	22	16	19	22	15
<b>108</b>	<b>129</b>	<b>99</b>	<b>92</b>	<b>120</b>	<b>106</b>

*Not Applicable - No Cost Proposal for RFA*

\* - The Department anticipates presenting a contract for this vendor at a future G&C date.

Maxim Healthcare Staffing Services, Inc.	Medical Solutions L.L.C.	Resource Logistics, Inc.	ShareSTAFF LLC	SHC Services, Inc.	Sunbelt Staffing, LLC
42	12	25	30	40	35
28	21	26	24	25	26
45	20	25	39	41	36
20	5	17	18	15	18
<b>135</b>	<b>58</b>	<b>93</b>	<b>111</b>	<b>121</b>	<b>115</b>

Sunburst Workforce Advisors, LLC. (Maxim Healthcare Staffing Services, Inc.)	Supplemental Medical Services, Inc. dba StaffLink	Tryfacta, Inc.	Virtelligence, Inc.	Worldwide Travel Staffing, Limited
32	25	40	25	35
27	15	26	14	26
25	13	41	20	40
20	10	19	10	22
104	63	126	69	123

*Not Applicable - No Cost Proposal for RFA*

Subject: Temporary Staff Services (RFA-2024-NHH-01-TEMPO-16)

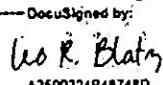
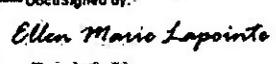
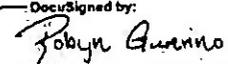
**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

**I. IDENTIFICATION.**

<b>1.1 State Agency Name</b> New Hampshire Department of Health and Human Services		<b>1.2 State Agency Address</b> 129 Pleasant Street Concord, NH 03301-3857	
<b>1.3 Contractor Name</b> Worldwide Travel Staffing, Limited		<b>1.4 Contractor Address</b> 2829 Sheridan Drive Tonawanda, NY 14150	
<b>1.5 Contractor Phone Number</b> 866-633-3700	<b>1.6 Account Number</b> 05-095-094-940010-8750-102-500731  05-095-091-910010-5710-101-500729	<b>1.7 Completion Date</b> 6/30/2025	<b>1.8 Price Limitation</b> *\$3,770,000 Shared Price Limitation
<b>1.9 Contracting Officer for State Agency</b> Robert W. Moore, Director		<b>1.10 State Agency Telephone Number</b> (603) 271-9631	
<b>1.11 Contractor Signature</b> DocuSigned by:  Date: 6/5/2023		<b>1.12 Name and Title of Contractor Signatory</b> Leo R. Blatz Chief Executive Officer	
<b>1.13 State Agency Signature</b> DocuSigned by:  Date: 6/6/2023		<b>1.14 Name and Title of State Agency Signatory</b> Ellen Marie Lapointe Executive Officer	
<b>1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable)</b>  By: _____ Director, On: _____			
<b>1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable)</b>  By:  On: 6/7/2023			
<b>1.17 Approval by the Governor and Executive Council (if applicable)</b>  G&C Item number: _____ G&C Meeting Date: _____			

**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

**8. EVENT OF DEFAULT/REMEDIES:**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof, upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION.**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

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Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

#### 14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

#### 15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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**EXHIBIT A**

**Revisions to Standard Agreement Provisions**

**1. Revisions to Form P-37, General Provisions**

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 as indicated in block 1.17, this Agreement, and all obligations of the parties hereunder, shall become effective on July 1, 2023 ("Effective Date").

1.2. Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to four (4) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.3. Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed, and if applicable, a Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act. Written agreements shall specify how corrective action shall be managed. 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.

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**Scope of Services**

**1. Statement of Work**

1.1. The Contractor must provide Temporary Staff to support New Hampshire Hospital (NHH) and Glenciff Home (Glenciff) at both locations as needed. Temporary Staff are defined to include the following positions:

- 1.1.1. Registered Nurses (RNs);
- 1.1.2. Licensed Practical Nurses (LPNs);
- 1.1.3. Licensed Nursing Assistants (LNAs);
- 1.1.4. Mental Health Workers (MHWs); and
- 1.1.5. Psychiatric Social Workers (PSWs).

1.2. The Contractor must provide properly licensed Temporary Staff, and ensure all Temporary Staff performing services under this Agreement possess:

- 1.2.1. Valid applicable licenses issued in New Hampshire.
- 1.2.2. Resumes.
- 1.2.3. CPR certification, as required by state law.
- 1.2.4. Proof of pre-employment screening which includes, but is not limited to:
  - 1.2.4.1. COVID-19 and influenza vaccines, unless appropriate exemptions have been identified.
  - 1.2.4.2. A physical as applicable by state law which includes, but is not limited to the following immunizations:
    - 1.2.4.2.1. Hepatitis B.
    - 1.2.4.2.2. Influenza.
    - 1.2.4.2.3. MMR.
    - 1.2.4.2.4. Varicella (chickenpox).
    - 1.2.4.2.5. Tetanus, diphtheria, pertussis.
    - 1.2.4.2.6. TB skin test (Quantiferon TB gold).
    - 1.2.4.2.7. Criminal background check(s) required in Section 1.13.
  - 1.2.4.3. At least three (3) professional references.
  - 1.2.4.4. Drug screening as applicable.

1.3. The Contractor must ensure all license renewals and evidence of required vaccinations are provided to NHH. These renewals include, but are not limited

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to:

- 1.3.1. License renewals.
- 1.3.2. CPR recertification.
- 1.3.3. Covid-19 vaccinations or appropriate exemptions.
- 1.3.4. Influenza vaccinations or appropriate exemptions.
- 1.4. The Contractor must ensure all Temporary Staff attend a minimum of eight (8) hours of orientation provided by the Department that includes, but is not limited to:
  - 1.4.1. Specific information regarding infection prevention.
  - 1.4.2. Client confidentiality, including but not limited to signature for compliance with the Health Insurance Portability and Accountability Act (HIPAA).
  - 1.4.3. Medical records and other documentation practices.
  - 1.4.4. Completion of the required Department Information and Security Privacy Training(s).
  - 1.4.5. Policies and procedures of NHH and Glencliff that all Temporary Staff must read, attest to, and comply with.
  - 1.4.6. Safety and emergency protocols including, but not limited to "Cues to Crisis" training regarding how to recognize and respond safely to patients who may be experiencing psychiatric crises.
- 1.5. The Contractor must ensure that the Temporary Staff comply with applicable laws, regulations, and/or professional accreditation standards.
- 1.6. **RN and LPN Position Requirements**
  - 1.6.1. RNs and LPNs must be qualified to perform duties that include but are not limited to:
    - 1.6.1.1. Conducting physical assessments, including psychiatric or admission assessments.
    - 1.6.1.2. Administering medication(s).
    - 1.6.1.3. Processing of physician orders.
    - 1.6.1.4. Monitoring vital signs.
    - 1.6.1.5. Testing blood glucose levels.
    - 1.6.1.6. Completing treatments.
    - 1.6.1.7. Conducting pain assessments.
    - 1.6.1.8. Changing dressings.

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- 1.6.1.9. Providing venipuncture services.
- 1.6.1.10. Management of the milieu.
- 1.6.1.11. Utilizing the electronic health record (EHR) of NHH and Glenclyff to obtain clinical information and to document patient care.
- 1.6.1.12. Communicating both verbally and in writing to report related findings.
- 1.6.1.13. In accordance with Department policies, declare a personal safety emergency stemming from any situation where the physical or emotional safety of an individual is at risk and immediate action is necessary to prevent harm or injury (e.g., physical assaults, verbal threats, medical equipment malfunctions, or incidents of patient/resident elopement) as needed.

**1.7. LNA Position Requirements**

- 1.7.1. LNAs must be qualified to perform duties that include but are not limited to:
  - 1.7.1.1. Providing patients with basic information, assisting in interpersonal relationships, and facilitating the adjustment of patients to their living environment.
  - 1.7.1.2. As directed by a nurse, assisting in planning and providing for daily needs of the patients with Activities of Daily Living (ADL) or minor treatment procedures.
  - 1.7.1.3. Supervising patients in various groups for patient enjoyment and maintenance of ADL skills and current level of functioning.
  - 1.7.1.4. Assisting in coordinating staff schedules and weekly patient assignment sheets for individualized patient care.
  - 1.7.1.5. Reporting related findings through verbal and written communication to their shift supervisor.

**1.8. MHW Position Requirements**

- 1.8.1. The Contractor must provide MHWs who, under the direction of an RN, carry out assigned tasks, provide direct service to patients/residents and in an acute psychiatric care facility, and are qualified to perform duties that include, but are not limited to:
  - 1.8.1.1. Assisting in admission procedures.
  - 1.8.1.2. Searching for contraband.

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- 1.8.1.3. Orienting the patient to the unit/hospital environment.
- 1.8.1.4. Identifying and recording patient valuables.
- 1.8.1.5. Completing documentation requirements.
- 1.8.1.6. Communicating any significant changes in patient status and reporting all untoward patient actions or symptoms to medical staff in charge to assure safety and continuity of care.
- 1.8.1.7. Supervising and supporting patients as necessary in bathing, showering and other hygiene needs.
- 1.8.1.8. Maintaining awareness of patients' dietary needs and providing records of nutritional intake.
- 1.8.1.9. Monitoring and providing a safe and clean environment as prescribed by standards relating to fire safety and infection control.
- 1.8.1.10. Utilizing a supportive approach with anxious and agitated patients.
- 1.8.1.11. Identifying needs for walk groups or any other activities that will allow patients space to feel supported and to de-escalate potential situations that could create unsafe environments for staff and patients.
- 1.8.1.12. Demonstrating basic knowledge of patient histories and conditions.
- 1.8.1.13. Providing testimony during legal proceedings to provide support while maintaining patient confidentiality.
- 1.8.1.14. Implementing individualized plans of care by reinforcing treatment goals during daily, continual interactions.
- 1.8.1.15. Purposely observing patient behaviors by documenting objective data as well as subjective inference (i.e. suicidal tendencies, patient gait, medication side effects).
- 1.8.1.16. Escorting, supporting and supervising patients at appointments, legal proceedings, home placements and other activities as necessary to ensure patient safety.
- 1.8.1.17. Participating in quality improvement data collection and completing all mandatory review classes to maintain competencies.
- 1.8.1.18. Seeking out and appropriately utilizing supervision from Nursing Coordinator or designee in order to ensure safe practices.

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- 1.8.1.19. Maintaining current knowledge of hospital, departmental and unit based changes by participating in staff meetings and reading policies and procedures to maintain skill level.
- 1.8.1.20. Exploring opportunities to expand scope of knowledge where applicable through continuing education.
- 1.8.1.21. Maintaining a positive customer service oriented attitude by demonstrating a professional and courteous demeanor in all interactions and through professional appearance.
- 1.8.1.22. Maintaining safe body mechanics while participating in physically demanding and unpredictable and potentially hazardous patient care situations such as safely transporting physically aggressive patients.
- 1.8.1.23. Exhibiting a willingness to perform other duties as assigned to ensure smooth unit operations.

**1.9. PSW Position Requirements**

1.9.1. PSWs must possess at least a Master's Degree in Social Work (MSW) who are capable of duties that include, but are not limited to:

- 1.9.1.1. Performing complicated, detailed and involved reviews of a highly professional nature to gather background material from patients, family members, service providers and guardians in order to formulate comprehensive psychosocial assessments and make clinical recommendations for inpatient and aftercare services.
- 1.9.1.2. Establishing and maintaining highly sensitive contacts with a wide range of community agencies while exercising sound judgment to ensure quality services are provided to patients.
- 1.9.1.3. Establishing and maintaining therapeutic relationships with patients, guardians, family members and significant others to assess, mobilize and access social, financial and residential resources needed to promote recovery.
- 1.9.1.4. Developing treatment goals in conjunction with the treatment teams of NHH and Glenciff, patient, guardians, families and significant others on the basis of an in-depth comprehensive psychosocial assessment.
- 1.9.1.5. Ensuring on-going discussion upon issues with discharge, with treatment team, patients, guardians, families and significant others.
- 1.9.1.6. Providing individual, family and group therapy on assigned

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- cases and based on program needs with a willingness to apply a broad range of established therapeutic techniques.
- 1.9.1.7. Assisting and giving guidance to patients as needed to assist with individual problem solving.
  - 1.9.1.8. Coordinating and monitoring patient finances such as daily spending, applications for benefits and/or entitlement programs provided by federal, state and charitable organizations.
  - 1.9.1.9. Utilizing interventions consistent with current research relevant to developmental, cultural and disability-specific needs while documenting efficacy of utilized interventions.
  - 1.9.1.10. Supervising, assigning and carrying out NHH and Glenclyff Transportation Services for patients to appointments.
  - 1.9.1.11. Initiating or overseeing the initiating of guardianship and/or involuntary commitment proceedings consistent with RSA 135 and 464-A, while ensuring congruency with the Social Work Code of Ethics.
  - 1.9.1.12. Adhering to all applicable laws and policies including The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Health Care for All (HCFA), NHH and Glenclyff policies and the Health Engagement Model (HEM).
  - 1.9.1.13. Monitoring other legal issues such as the status of probation or parole involvement, pending court hearings for criminal or civil actions, facilitating appropriate involvement of the patient in these proceedings and giving direct testimony at court hearings as appropriate.
  - 1.9.1.14. Developing a comprehensive discharge plan focused on recovery that is in consideration of the concerns of all interested parties with the expectation that collaboration with treatment team and other interested parties will be emphasized.
  - 1.9.1.15. Providing support, modeling and assistance to other hospital staff to reinforce courteous interactions and clinically appropriate interventions with patients.
  - 1.9.1.16. Documenting all social service interventions in the clinical record and following NHH and Departmental policies and procedures as well as discipline-specific standards and expectations regarding psychosocial assessments, progress notes, treatment plans and other required forms

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and reports.

- 1.9.1.17. Providing clinical analysis and recommendations at diagnostic and treatment review conferences as necessary.
- 1.9.1.18. Consulting with other professional treatment staff regarding various treatment interventions, psychosocial and environmental influences, the availability of community resources and needs for discharge.
- 1.9.1.19. Participating in training and classes to maintain and increase knowledge relevant to case management and patient care.
- 1.9.1.20. Assisting in covering social service needs throughout NHH as they arise.

**1.10. Temporary Staffing Requirements**

- 1.10.1. The Contractor must coordinate the staffing needs of NHH/Glencliff and the available Temporary Staff.
- 1.10.2. The Contractor must attempt to accommodate NHH/Glencliff staffing requests for specific individual Temporary Staff.
- 1.10.3. The Contractor must be provided with a minimum of twenty-four (24) hours advance notice when Temporary Staff are needed, unless otherwise agreed.
- 1.10.4. The Contractor must pay all Temporary Staff wages, which includes payments of federal and state taxes.
- 1.10.5. The Contractor must provide Temporary Staffing Services, applicable to each position, for a staffing period that is a minimum of a thirteen (13) weeks without a gap in delivered services for the staffing period unless otherwise mutually agreed upon.
- 1.10.6. The Contractor will be reimbursed for providing and delivering short-term temporary nursing professional staffing services, defined as a minimum of thirteen (13) weeks working at either NHH or Glencliff Home, and any extension thereof up until twenty-six (26) weeks, on a deliverables basis pursuant to the rate schedules in Exhibit C, Payment Terms.
- 1.10.7. The Contractor must allow any RN who has worked through at least two (2) thirteen (13) week Staffing Periods to be hired by the Department.
- 1.10.8. The Contractor must provide temporary staffing services for each MHW and PSW for a minimum staffing period of six (6) months with

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an option for NHH/Glencliff to hire the individual after that six (6) month period concludes.

1.10.9. The Contractor must provide replacement staffing for the remainder of the Staffing Period in the event a Temporary Staff member is unable to fulfill the prescribed shift due to illness, injury or other unforeseen circumstance.

1.10.10. The Contractor must notify the Department at least four (4) weeks prior to any staff member's end-date should they want to continue providing services.

1.10.11. In the event the Contractor is unable to fulfill replacement staffing described in Paragraph 1.10.9, the Contractor must provide alternative solutions, verbally and in writing, to NHH/Glencliff which may choose to accept or decline the Contractor's alternative staffing solution.

1.10.12. The Contractor must notify Temporary Staff of supervision by a NHH/Glencliff-employed shift supervisor.

1.10.13. The Contractor must accept Department verbal and written notification of the Department's request to cancel requested Temporary Staff services a minimum of two (2) hours prior to the start of the shift for which staff are scheduled to work.

1.10.14. The Contractor must accept immediate verbal and written notification from the Department of any staffing dismissal from Glencliff or NHH with or without cause.

1.10.15. The Contractor must have the ability to receive notification from the Department of any unexpected incident known to involve a Temporary Staff including, but not limited to errors, safety hazards, or injury.

**1.11. Compensation**

1.11.1. The Contractor will be reimbursed for providing and delivering Temporary Staffing, on a per-diem deliverables basis, per each facility, pursuant to the rate schedule found in Exhibit C, Payment Terms. Short-term rates will apply to staff who have worked less than 26 weeks at either NHH or Glencliff Home. Per-diem rates will apply to staff who have worked at least 26 weeks or more at either NHH or Glencliff Home.

**1.12. Compliance**

1.12.1. The Contractor must be in compliance with applicable federal and state laws, rules and regulations, and applicable policies and

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procedures adopted by the Department currently in effect, and as they may be adopted or amended during the contract period.

1.12.2. The Contractor may be required to participate in monitoring activities, at the sole discretion of the Department, including, but not limited to:

- 1.12.2.1. Site visits.
- 1.12.2.2. File reviews.
- 1.12.2.3. Staff training.

**1.13. Background Checks**

1.13.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

- 1.13.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;
- 1.13.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**1.14. Department Owned Devices, Systems and Network Usage**

1.14.1. Contractor End Users, as defined in Exhibit D, DHHS Information Security Requirements authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, must:

- 1.14.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;
- 1.14.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;

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- 1.14.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 1.14.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 1.14.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 1.14.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 1.14.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 1.14.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 1.14.1.9. Agree when utilizing the Department's email system:
  - 1.14.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov".
  - 1.14.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 1.14.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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."

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

- 1.14.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:
  - 1.14.1.11. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.
  - 1.14.1.12. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
  - 1.14.1.13. Agree End User's will only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.
  - 1.14.1.14. Agree, if any End User is found to be in violation of any of the above-Department terms and conditions of the Contract, said End User may face removal from the Contract, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.
  - 1.14.1.15. Agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor must notify the Department's Information Security Office or designee immediately.
- 1.14.2. Workspace Requirement
  - 1.14.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**2. Exhibits Incorporated**

- 2.1. The Contractor must manage all confidential data related to this Agreement in accordance with the terms of Exhibit D, DHHS Information Security Requirements which is attached hereto and incorporated by reference herein.

**3. Additional Terms**

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

**3.1. Impacts Resulting from Court Orders or Legislative Changes**

3.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**3.2. Credits and Copyright Ownership**

3.2.1. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Agreement must include the following statement, "The preparation of this (report, document etc.) was financed under an Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

3.2.2. All materials produced or purchased under the Agreement must have prior approval from the Department before printing, production, distribution or use.

3.2.3. The Department must retain copyright ownership for any and all original materials produced, including, but not limited to:

- 3.2.3.1. Brochures.
- 3.2.3.2. Resource directories.
- 3.2.3.3. Protocols or guidelines.
- 3.2.3.4. Posters.
- 3.2.3.5. Reports.

3.2.4. The Contractor must not reproduce any materials produced under the Agreement without prior written approval from the Department.

**4. Records**

4.1. The Contractor must keep records that include, but are not limited to:

4.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

4.1.2. All records must be maintained in accordance with accounting procedures and practices, which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department and to include, without limitation, all ledgers, books, records, and original

**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT B**

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 4.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives must have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts.
- 4.3. If, upon review of the Final Expenditure Report the Department must disallow any expenses claimed by the Contractor as costs hereunder, the Department retains the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Payment Terms

1. This Agreement is one (1) of multiple Agreements to provide Temporary Staffing Services for the Department. No maximum or minimum service volume is guaranteed. Accordingly, the price limitation identified in Form P-37, General Provisions, Block 1.8, Price Limitation is shared among all Agreements and not exclusively assigned to any one Contractor.
2. The Contractor acknowledges that this is a fee-for-service Agreement with an aggregate price limitation applicable to multiple Contractors, and that no funds will be paid to the Contractor once the price limitation is reached. Shared price limitation amounts allocated per State Fiscal Year (SFY) are as follows:

	SFY 2024	SFY 2025	Shared Price Limitation
<b>Total</b>	<b>\$2,010,000</b>	<b>\$1,760,000</b>	<b>\$3,770,000</b>

3. This Agreement is funded by:
  - 3.1. 31% General funds.
  - 3.2. 69% Other funds (Agency Income, Agency Fees & Intra-Department Transfer).
4. For the purposes of this Agreement the Department has identified:
  - 4.1. The Contractor as a Subrecipient, based on criteria in 2 CFR 200.331.
5. Payment shall be for services provided and hours worked in the fulfillment of this Agreement, as specified in Exhibit B Scope of Work, and in accordance with Tables 1-10 below:

**Table 1: Short-Term Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$94.00

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

**Table 2: Short-Term Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$90.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$91.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$92.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$92.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$93.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$94.00

**Table 3: Short-Term Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 4: Short-Term Rate Schedule for Mental Health Workers, NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$35.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$36.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$37.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$38.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$39.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$40.00

**Table 5: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA),  
Glenciff**

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 6: Short-Term Rate Schedule for Licensed Nursing Assistants (LNA), NHH**

Id	Shift	Hourly Rate
1	All Shifts	\$36.00

**Table 7: Short-Term Rate Schedule for Psychiatric Social Workers (PSWs), NHH**

Id	Shift	Hourly Rate
1	7:30 to 4:30, Monday through Friday	\$75.00

**Table 8: Per Diem Rate Schedule for Registered Nurses (RNs), NHH**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:15 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:15 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:15 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:15 p.m.	\$82.00
5	Weekend, 2:45 p.m. – 11:15 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:15 a.m.	\$84.00

**Table 9: Per Diem Rate Schedule for Registered Nurses (RNs), Glenciff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$80.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$81.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$82.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$82.00

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Temporary Staff Services**

**EXHIBIT C**

5	Weekend, 2:45 p.m. – 11:00 p.m.	\$83.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$84.00

**Table 10: Per Diem Rate Schedule for Licensed Practical Nurses (LPNs),  
Glenclyff**

Id	Shift	Hourly Rate
1	Weekday, 6:45 a.m. – 3:00 p.m.	\$70.00
2	Weekday, 2:45 p.m. – 11:00 p.m.	\$71.00
3	Weekday, 10:45 p.m. – 7:00 a.m.	\$72.00
4	Weekend, 6:45 a.m. – 3:00 p.m.	\$72.00
5	Weekend, 2:45 p.m. – 11:00 p.m.	\$73.00
6	Weekend, 10:45 p.m. – 7:00 a.m.	\$74.00

- 5.1. All hourly rates are inclusive of the Contractor's administrative costs and mileage and travel expenses of staff, and will be paid for hours worked.
- 5.2. In the event Temporary Staff is recruited, hired, and begins work on a full-time basis at NHH or Glenclyff, the Department will:
  - 5.2.1. Pay the Contractor a placement fee of \$2,500 if the staff member has provided services on a temporary basis for the Short-term rate.
  - 5.2.2. Pay no additional placement fee if the staff member has provided services on a temporary basis for a minimum of two (2) thirteen-week terms.
- 5.3. Shift rate and holiday differentials will apply as follows:
  - 5.3.1. Weekend rates at NHH start at 2:45 p.m. on Friday and end at 7:15 a.m. on Monday.
  - 5.3.2. Weekend rates at Glenclyff start at 3:00 p.m. on Friday and end at 7:00 a.m. on Monday
  - 5.3.3. Nurse Professionals who work holidays (listed below) will be paid one and one-half (1-1/2) times the rate in the schedules above. Holiday shifts begin with the 10:45 p.m. – 7:15 a.m. shift at NHH and with the 10:45 pm – 7:00 a.m. shift at Glenclyff on the eve of the following holidays and end with the 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at

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New Hampshire Department of Health and Human Services  
Temporary Staff Services

EXHIBIT C

Glenciff on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the eve of the holiday and end with 2:45 p.m. – 11:15 p.m. shift at NHH and with the 2:45 pm – 11:00 pm shift at Glenciff on the day of the holiday.

5.3.4. MHW and PSW professionals who work overtime and holidays the contractor shall be reimbursed at one and one-third (1-1/3) times hours worked over 40 hours per week. Holiday shifts begin with the 11:15pm – 7:15am shift on the eve of the following holidays and end with the 2:45pm – 11:15pm shift on the day of the holiday, except for Christmas and New Year's holidays which begin with 2:45pm – 11:15pm shift on the eve of the holiday and end with the 10:45pm – 7:15am shift on the day of the holiday.

New Year's Eve and Day		Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

6. Break and meal allowances will apply as follows:

6.1.1. Each shift includes two (2) paid fifteen (15) minute breaks.

6.1.2. Each NHH shift includes one (1) unpaid thirty (30) minute meal break.

7. The Contractor shall submit an invoice with supporting documentation to the Department no later than the fifteenth (15th) working day of the month following the month in which the services were provided. The Contractor shall ensure each invoice:

7.1. Includes the Contractor's Vendor Number issued upon registering with New Hampshire Department of Administrative Services.

7.2. Is submitted in a form that is provided by or otherwise acceptable to the Department.

7.3. Identifies and requests payment for allowable costs incurred in the previous month.

7.4. Includes supporting documentation of allowable costs with each invoice that may include, but are not limited to, time sheets, payroll records, receipts for purchases, and proof of expenditures, as applicable.

7.5. Is completed, dated and returned to the Department with the supporting documentation for allowable expenses to initiate payment.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

7.6. Is assigned an electronic signature, includes supporting documentation, and is emailed or mailed to:

7.6.1. NHH invoices may be e-mailed to: [NHHFinancialSer@dhhs.nh.gov](mailto:NHHFinancialSer@dhhs.nh.gov) or mailed to:

Financial Manager  
Department of Health and Human Services  
121 So. Fruit St  
Concord, NH 03301

9.6.2. Glenclyff invoices may be emailed to:

[Glenclyff.AP@dhhs.nh.gov](mailto:Glenclyff.AP@dhhs.nh.gov) or mailed to:

Financial Manager  
Glenclyff Home  
PO Box 76  
Glenclyff, NH 03238

8. The Department shall make payments to the Contractor within thirty (30) days of receipt of each invoice and supporting documentation for authorized expenses, subsequent to approval of the submitted invoice.

9. The final invoice and supporting documentation for authorized expenses shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

10. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.

11. Audits

11.1. The Contractor must email an annual audit to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) if any of the following conditions exist:

11.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

11.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

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**New Hampshire Department of Health and Human Services  
Temporary Staff Services**

**EXHIBIT C**

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- 11.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
- 11.2. If Condition A exists, the Contractor shall submit an annual Single Audit performed by an independent Certified Public Accountant (CPA) to [dhhs.act@dhhs.nh.gov](mailto:dhhs.act@dhhs.nh.gov) within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
- 11.2.1. The Contractor shall submit a copy of any Single Audit findings and any associated corrective action plans. The Contractor shall submit quarterly progress reports on the status of implementation of the corrective action plan.
- 11.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
- 11.4. In addition to, and not in any way in limitation of obligations of the Agreement, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Agreement to which exception has been taken, or which have been disallowed because of such an exception.



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

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New Hampshire Department of Health and Human Services  
Exhibit D

has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here.

Vendor Name: Worldwide Travel Staffing, Limited

DocuSigned by:

*Leo R. Blatz*

Name: LEO R. BLATZ

Title: Chief Executive Officer

6/5/2023

Date

Vendor Initials

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Date 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C: 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name: worldwide Travel Staffing, Limited

6/5/2023

Date

DocuSigned by:

*Leo R. Blatz*

Name: Leo R. Blatz

Title: Chief Executive Officer

Exhibit E - Certification Regarding Lobbying

Vendor Initials

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Date: 6/5/2023

New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS.**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

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New Hampshire Department of Health and Human Services  
Exhibit F

information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

LOWER TIER COVERED TRANSACTIONS

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name: worldwide Travel Staffing, Limited

6/5/2023

Date

DocuSigned by:

Leo R. Blatz

Name: Leo R. Blatz

Title: Chief Executive Officer

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Contractor Initials  
6/5/2023  
Date

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract-Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

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Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit G

In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name: Worldwide Travel Staffing, Limited

DocuSigned by:

*Leo R. Blatz*

Name: Leo R. Blatz

Title: Chief Executive Officer

6/5/2023

Date

Exhibit G

Contractor Initials

LRB

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



New Hampshire Department of Health and Human Services  
Exhibit H

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name: Worldwide Travel Staffing, Limited

6/5/2023

Date

DocuSigned by:

*Leo R. Blatz*

Name: Leo R. Blatz

Title: Chief Executive Officer

New Hampshire Department of Health and Human Services



Exhibit I

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**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY  
ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT**

Exhibit I is not applicable to this Agreement.

Remainder of page intentionally left blank.

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Contractor Initials  
Date 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit J

**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (UEI #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name: worldwide Travel Staffing, Limited

6/5/2023

Date

DocuSigned by:

*Leo R. Blatz*

Name: Leo R. Blatz

Title: Chief Executive Officer

Contractor Initials

DS  
LRB

Date: 6/5/2023



New Hampshire Department of Health and Human Services  
Exhibit J

FORM A

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- 1. The UEI (SAM.gov) number for your entity is: GQJMKCF85MM8
- 2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- 3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- 4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

## New Hampshire Department of Health and Human Services

### Exhibit K

## DHHS Information Security Requirements



### A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data, and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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**New Hampshire Department of Health and Human Services**  
**Exhibit K**  
**DHHS Information Security Requirements**



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

**I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR**

**A. Business Use and Disclosure of Confidential Information:**

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

- 3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

- 1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities; and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and/or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev. 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable; (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services; mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov