



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

ARC
 yf
 25

27 Hazen Dr., Concord, NH 03301
 Fax: 603-271-1516 TDD Access: 1-800-735-2964

www.nh.gov/doi

Denis Goulet
 Commissioner

April 30, 2025

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

REQUESTED ACTION

Authorize the Department of Information Technology, on behalf of the Department of Health and Human Services, Glenclyff Home, to enter into a **Retroactive, Sole Source** contract with MatrixCare, Inc. (VC# 220806), Bloomington, MN, in the amount of \$50,376 for the purpose of hosting, operations support, and maintenance of Glenclyff Home's Electronic Health Records (EHR) management system, with the option to renew for up to two (2) additional years, effective retroactive to July 1, 2024, upon Governor and Council approval through June 30, 2026.

100% Other Funds.

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

01-03-03-030010-76950000 General Government Information Technology Dept, Information Technology Dept, IT for DHHS (Glenclyff Home)

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2025	038-509038	Technology Software	03950313	\$25,188
2026	038-509038	Technology Software	03950313	\$25,188
			Total	\$50,376

EXPLANATION

This request is **Retroactive** because the previous contract for these services expired on June 30, 2024, and significant time was needed to negotiate and reach agreement with the Contractor on the general terms, conditions and security provisions of this new contract. The Contractor continued to provide services as of July 1, 2024, during negotiations to avoid any service interruption, which would have severely limited Glenclyff Home's ability to operate and care for residents. The Department began negotiations with the Contractor in November 2023. Since that time, negotiations stalled at various points, which required the Department to engage directly with the Contractor's executive leadership, to move the contracting process forward. To ensure compliance with current state and federal regulations the department updated the

security and privacy exhibits as well as requests for technical and other system documentation needed to assess vendor risk regarding security requirements and compliance. The Department successfully completed negotiations with the Contractor in April 2025.

This request is **Sole Source** because the Department determined the cost to implement and transition to an alternative Electronic Health Records (EHR) management system at this time would likely exceed the current available budget, negatively impact facility resources, and risk diminishing resident care in the short term. The Contractor's EHR management system meets the technical requirements for the services provided at Glenclyff Home, and the Contractor has satisfactorily provided EHR management services to Glenclyff Home since 2017. However, the Department continues to evaluate long-term solutions for EHR management systems for its facility-based operations and is seeking to competitively re-solicit for these EHR services by June 2026.

The purpose of this request is for the hosting, operations support, and maintenance of Glenclyff Home's EHR management system. The Contractor will provide services from within their hosted data center, to include, but not limited to, Electronic Health Records operations, pharmacy services, data movement within the systems modules, creation and submittal of required regulatory compliance, resident trust fund management and resident clinical care components. This solution is key to addressing the following functions:

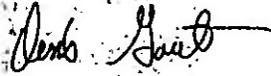
- Accessible medical records including medication needs, resident care history, care information to avoid medication errors missed diagnosis, and/or duplicate medical testing
- Real time updates for care team members keeping clinicians informed to a resident's condition across shifts throughout the residents stay
- Ability to respond quickly with appropriate medical care by having access to medical histories and/or allergies.
- Automation of care coordination and proper storing of information to reduce HIPAA violations and maintain audit trail of care provided to each resident.
- Development and Submittal of the Minimum Data Set (MDS) required by the Center for Medicaid and Medicare Services (CMS).

As referenced in Exhibit A, Special Provisions, of the attached agreement, the parties have the option to extend the agreement for up two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval.

Should the Governor and Council not authorize this request, Glenclyff Home will not have a functional EHR management system which would result in having to revert back to a paper medical records process which is inefficient use of nurses' time, limits data sharing with medical providers, decreased HIPAA security, and increased risk of medication and treat errors and omissions. Additionally, Glenclyff Home will therefore be out of compliance with state and federal CMS regulations. Non-compliance with CMS regulations would result in deficiencies that would lead to restrictions on admissions, monetary fines and eventual loss of Certification.

Area served: Glenclyff Home

Respectfully submitted,



Denis Goulet
Commissioner, Department of
Information Technology

 for

Lori Weaver
Commissioner, Department of
Health and Human Services

DOIT #2024-094
RID #91,173



STATE OF NEW HAMPSHIRE

The Department of Health and Human Services

Division Name: Glencliff Home

Electronic Health Records at Glencliff

DHHS- SS-2025-GLENCLIFF-01-ELECT-01-

#2024-094 DHHS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2025-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
TABLE OF CONTENTS**

Contents

P-37 – GENERAL PROVISIONS.....	3
EXHIBIT A - SPECIAL PROVISIONS.....	8
EXHIBIT B – STATEMENT OF WORK (SOW).....	12
EXHIBIT C – PRICE AND PAYMENT SCHEDULE.....	30
EXHIBIT D – SOFTWARE LICENSE AGREEMENT.....	33
EXHIBIT D-1 CUSTOM SOFTWARE LICENSE AGREEMENT.....	36
EXHIBIT E – ADMINISTRATIVE SERVICES.....	38
1. Dispute Resolution.....	38
2. Access and Cooperation.....	38
3. Record Retention.....	39
4. Accounting.....	39
5. Audit.....	39
EXHIBIT F – TERMS AND DEFINITIONS.....	39
EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES.....	45
1. DHHS ATTACHMENTS.....	45
2. CONTRACTOR CERTIFICATES.....	45

Remainder of this page intentionally left blank

Initial
DS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff**

P-37 GENERAL PROVISIONS

1. FORM NUMBER P-37 (version 2/23/2023)

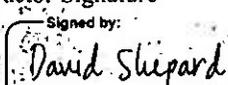
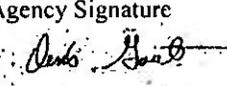
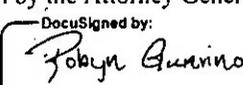
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Information Technology		1.2 State Agency Address 27 Hazen Dr., Concord, NH 03301	
1.3 Contractor Name MatrixCare, Inc.		1.4 Contractor Address 10900 Hampshire Avenue South, Suite 100, Bloomington, MN 55438	
1.5 Contractor Phone Number (866) 469-3766	1.6 Account Unit and Class AU/Class	1.7 Completion Date June 30, 2026	1.8 Price Limitation \$50,376
1.9 Contracting Officer for State Agency Ellen M. Lapointe, CEO of New Hampshire Hospital <small>DocuSigned by: Ellen Lapointe 4908801E0C4277</small>		1.10 State Agency Telephone Number 1-603-271-9631	
1.11 Contractor Signature <small>Signed by:</small>  Date: 4/9/2025 <small>031206810C4243A</small>		1.12 Name and Title of Contractor Signatory David Shepard	
1.13 State Agency Signature  Date: May 2, 2025		1.14 Name and Title of State Agency Signatory Denis Goulet, CIO/DOIT Commissioner	
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) <small>DocuSigned by:</small> By:  On: 4/10/2025 <small>749730824917450</small>			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials: 
 Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff

P-37 GENERAL PROVISIONS

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, 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.

3.3 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. 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 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, 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 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

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 and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. 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 age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4 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 this Agreement and

Contractor Initials: _____ Initial

Date: _____

DS

4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff

P-37 GENERAL PROVISIONS

all rules, regulations and orders pertaining to 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 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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.

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) calendar day's 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) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure 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 Contractor shall provide the State written notice of at least fifteen days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the state.

12.2 For purposes of paragraph 12, 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.

12.3 None of the Services shall be subcontracted by the Contractor without fifteen (15) days notice to prior written notice and consent of the State.

Contractor Initials _____ Initial _____
Date _____

DS

4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glenclyff

P-37 GENERAL PROVISIONS

12.4 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 party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement against the State, its officers, or employees, caused by the gross negligence, reckless or willful misconduct, or fraud resulting in death, personal injury, or property damage by the Contractor, its employees, agents, or subcontractors. 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 State's sovereign immunity, 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 any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. 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 any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

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

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

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. 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.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

Contractor Initials: Initial
Date: 
4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff

P-37 GENERAL PROVISIONS

20. CONFLICTING TERMS: In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. 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.

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

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. 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.

26. 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
Date:

4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT A – SPECIAL PROVISIONS

EXHIBIT A: REVISIONS TO STANDARD CONTRACT PROVISIONS

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

A.1. Provision 3, Effective Date/Completion of Services, is amended as follows:

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this agreement, and all obligations of the parties hereunder, shall become effective retroactively to July 1, 2024.

A.2. Provision 3, Effective Date/Completion of Services, is updated with the following addition:

3.4 The Term may be extended for up to two (2) years ("Extended Term") at the sole option of the State, subject to the Parties prior written Agreement on applicable fees for each extended Term under the same terms and conditions, subject to approval of the Governor and Executive Council.

A.3. Provision 5, Contract Price/Price Limitation/ Payment, is updated as follows:

5.5. Contractor's liability to the State for services provided shall not exceed three times (3X) the total price set forth in Section 1.8, Price Limitation, of the General Provisions of this Agreement. Notwithstanding the foregoing, the limitation of liability shall not apply to Contractor's: (i) indemnification obligations set forth in Paragraph 13, Indemnification, of the General Provisions of the Agreement; and (ii) noncompliance with Exhibit F, Business Associate Agreement, for which liability shall be limited to \$1,000,000 in the aggregate.

A.4. Provision 9, Termination, Section 9.2 is deleted and replaced with the following:

9.2 In the event of the termination pursuant to subparagraph 9.1, the contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. The State will pay for cost of all Services and Deliverables provided through the date of termination and for winding down the Contract activities at Contractor's standard rates. The Contractor shall not be paid for any work performed or costs incurred which have not reasonably been performed prior to termination except as provided herein.

A.5. Provision 9, Termination, Section 9.3 is updated with the following addition:

9.3 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require Contractor to deliver to the State any State Data, State may order additional data extract services via statement of work at Contractor's standard rates. After receipt of a notice of termination, and except as otherwise

Contractor Initials: DS

Date: 4/9/2025

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT A – SPECIAL PROVISIONS**

directed by the State, Contractor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Take such action as the State directs in writing, or as necessary to preserve and protect the property related to the Contract which is in the possession of Contractor and in which the State has an interest, provided however the State pays for such additional services at Contractor's standard rates;
- c. Take no action to intentionally erase or destroy any State Data, which includes State Data held by the Contractor's subcontractors, provided however the State pays for such additional services at Contractor's standard rates, subject to an amendment and approval of the Governor and Executive Council;

A.5. Provision 10, Property Ownership/Disclosure, Section 10.2 is deleted and replaced with the following:

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. The data must be returned to the State in an industry standard format agreeable to the State, provided however State pays Contractor's standard rate, subject to an amendment and approval of the Governor and Executive Council.

A.6. Provision 10, Property Ownership/Disclosure, is updated with the following addition:

- 10.4** Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:
- a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;
 - b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not

Contractor Initials:
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT A- SPECIAL PROVISIONS

prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party;

- c. is disclosed with the written consent of the disclosing Party or designee; and
- d. is disclosed with the written consent of the disclosing Party.

10.5 A receiving Party also may disclose the disclosing Party's Confidential Information to the extent required by law or an order of a court of competent jurisdiction. Any disclosure of the Confidential Information shall require the prior written approval of the State. Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon Contractor regarding the Confidential Information, and Contractor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

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

A.9 Provision 12, Assignment/Delegation/Subcontracts, is deleted and replaced with the following:

12.1. Contractor shall provide the State written notice within thirty (30) days after any proposed assignment, delegation, or other transfer of any interest in this Agreement.

12.2. For purposes of paragraph 12, 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.

12.3. Contractor shall provide the State written notice within thirty (30) days after entering into any subcontract for the Services.

12.4. The State is entitled to redacted copies of all assignment agreements and shall not be bound by any provisions contained in an assignment agreement to which it is not party. The Contractor agrees that the State is entitled to information regarding the terms of any contract between Contractor and a subcontractor that is reasonably related to this Agreement between the State and Contractor. Therefore, the Contractor agrees to provide information regarding the terms of the contracts between itself and any subcontractor upon request from the State. The Contractor will provide such information to the State via summaries, questionnaires, attestations or redacted copies, as requested by the State.

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

- a. continuing under the Agreement with Contractor, its successors or assigns for the full remaining Term of the Agreement.

12.6 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 must have written agreement 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

Contractor Initials: DS
Date: 4/9/2025

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT A – SPECIAL PROVISIONS**

Act. Written agreements shall specify how corrective action shall be managed. The Contractor must manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. Upon receipt of State's written request, the Contractor must annually provide the State with a list of all subcontractors provided for under this Agreement. Failure to enter into Business Associate Agreements with its subcontractors that create or receive protected health information on the behalf of the State through this Contract is a direct HIPAA violation by the Contractor.

A.10 Provision 13, Indemnification, is updated with the following:

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement against the State, its officers, or employees caused by the gross negligence, reckless or willful misconduct, or fraud resulting in death, personal injury, or property damage by the Contractor, its employees, agents, or subcontractors. 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 State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

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

A.11

27. FORCE MAJEURE

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

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

28. EXHIBITS/ATTACHMENTS

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

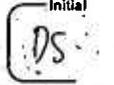
29. NON-EXCLUSIVE CONTRACT

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

30. ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text within the awarded Agreement,

Contractor Initials:
Date: 4/9/2025



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01-#2024-094 DHHS
Electronic Health Records at Glenciff
EXHIBIT A – SPECIAL PROVISIONS

the following Order of Precedence shall govern:

- i. State of New Hampshire, Department of Health and Human Services Contract Agreement.
- ii. Additional Contractor-Provided Documents, if applicable.

Remainder of this page intentionally left blank.

Contractor Initials: _____
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

EXHIBIT B: STATEMENT OF WORK

The services in this Agreement are for the hosting operations support, and maintenance of Glencliff Home's EHR management system. The Contractor will provide services from within their hosted data center, to include, but not limited to, Electronic Health Records operations, Pharmacy services, data movement within the systems modules, revenue stream management, and patient clinical care components.

All functionality is currently operational as services will carry on an ongoing basis for the duration of the contract.

The Statement of Work, Business and Technical Requirements, and Deliverables are set forth below:

1. Statement of Work

- 1.1. The Contractor must provide an Electronic Health Records System (EHR) and components related to the Electronic Medical Records application, including licensed software, and cloud hosting of Glencliff Home's (Glencliff) electronic medical records. The Contractor provided EHR must offer:
 - 1.1.1. Medication management.
 - 1.1.2. Order filling and processing.
 - 1.1.3. Patient safety-related features.
 - 1.1.4. Provisions for health information exchange (HIE) connectivity to allow the transfer of required information between Glencliff and other medical providers.
 - 1.1.5. Capability to submit Medicare, Medicaid and third-party claims manually or electronically.
 - 1.1.6. Minimum Data Set (MDS) production with Reimbursement Optimization and Query.
 - 1.1.7. Point of Care (POC) data and system integration.
 - 1.1.8. Care plan generation with ability to add templates.
 - 1.1.9. Tracking of patient vitals.
 - 1.1.10. User defined assessments, library of observations, and events.
 - 1.1.11. Ability to create, manage and securely keep all resident clinical documentation including history and physical examinations, progress notes, and any other form of clinical documentation.
 - 1.1.12. Physician scheduling.
 - 1.1.13. Insurance eligibility checking, including Medicare Part D.
 - 1.1.14. Ability to offer ePrescribing Pharmacy Integration, in order to electronically send prescriptions directly to a pharmacy from the point-of-care.

Contractor Initials: DS

Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B - STATEMENT OF WORK

- 1.1.15. Support for Electronic Medication Administration Record (eMAR).
- 1.1.16. Ability to administer Accounts Receivable.
- 1.1.17. Provision of Medicare and Medicaid Electronic Claims Submissions.
- 1.1.18. Provision of Electronic Remittance Advice.
- 1.1.19. Reporting on patient data, including data analysis functions.
- 1.1.20. Provide ICD-10 functionality.

1.2. The Contractor must ensure the EHR includes:

1.2.1. Contractor Hosting Services

1.2.1.1. The Contractor must provide hosting services for the Matrix EHR Elite application for the duration of the contract in accordance with the specifications described below:

1.2.1.1.1. The hosted production environment shall be deployed using the multi-tenancy option specified in EXHIBIT C. In accordance with the multi-tenant option, the State shares an instance of the Software with the Contractor's other customers.

1.2.1.2. System Availability Objective

1.2.1.2.1. The Contractor shall use commercially reasonable efforts to ensure that during any twelve (12) month period, the Software shall be available at least 99.5% of the time during normal business hours, excluding scheduled maintenance and interruptions due to failures outside of the Contractor's control.

1.2.1.2.2. "Base Time" equals the product of the number of days in the applicable month times 24 hours times 60 minutes.

1.2.1.2.3. "Unscheduled Downtime" equals the time (in minutes) during which the Production System is not operational (excluding "Scheduled Downtime") from the Contractor's Hosting facility internet connection based on the measuring methodology documented below.

1.2.1.2.4. "Scheduled Downtime" equals the aggregate total of all minutes of planned and scheduled maintenance performed during the month to perform any necessary hardware, operating system, network, database, application software maintenance, repair, upgrades, and updates. The Contractor must work with the State to determine and use commercially reasonable efforts to Schedule Downtime after regular business hours, during times that minimize the disruption to operations. The amount of Scheduled Downtime may vary from month to month depending on the level of change to the system such as the project implementation phase, adding new products, upgrading products, etc.

1.2.1.2.5. The State is permitted to audit the unscheduled Downtime based on the methodology established below. The Contractor agrees to cooperate

Contractor Initials: DS

Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

with the State in connection with any audit of the Unscheduled Downtime. This audit must take place within 30 days of the month end.

1.2.1.2.6. The Contractor must advise the State on Service Packages that may enhance performance and availability and advise the State of the advantages of implementing the Service Packages as well as the implication of electing not to implement the Service Packages. The Contractor must perform the technical requirements needed for the State to use the Service Packages that the State elects to implement, at no additional charge and as part of the Hosting Fees. The State and the Contractor will work together to establish a mutually agreeable implementation schedule for the Service Packages. Upon notice to the State that the System's performance and availability will be adversely affected if the State elects not to implement a Service Package, the State will waive any credits set forth above, until such time as the State performs its obligations as necessary to implement the required Service Packages. /

1.2.1.2.7. The State shall allow the Contractor to implement the Contractor's latest supported layered software version (i.e. OS, DBMS, etc.) and patches when available. The Contractor must advise the State regarding the layered software enhancements as well as the implications of electing not to implement the layered software enhancements. The Contractor must perform the technical requirements needed for the State to use the layered software enhancements that the State elects to implement as part of the Hosting Service fees. The Contractor and the State will work together to establish an implementation schedule for the layered software enhancements. If the Contractor provides notice to the State that the System's performance and availability will be adversely affected if the State elects not to implement the layered software enhancements, the State waives its right to any credits set forth above until the State implements the required layered software enhancements.

1.2.1.2.8. The Contractor must perform backup procedures as follows:

1.2.1.2.7.1. Weekly full backups; Continuous Data Vaulting.

1.2.1.2.7.2. Daily increment backups; and

1.2.1.2.7.3. Through the use of relational database backup agent technology where transaction logs are backed up on desired intervals daily.

1.2.1.2.9. The Contractor must resolve system outages within 120 minutes of the occurrence of an outage for all matters that can be resolved by the Contractor. If an outage is longer than 120 minutes, the Contractor will work with the State to ensure the State is informed of the known issues and the resolution plan.

1.2.1.2.10. The Contractor must ensure that the performance of the Licensed

Contractor Initials:

Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

Software in a hosted configuration will not vary materially from the performance of the Licensed Software in a Self-Hosted configuration. If the State provides sufficient bandwidth to prevent latency for end user operations and average screen refresh time exceeds five (5) seconds, the Contractor will use commercially reasonable efforts to work with the State to isolate and rectify system performance bottlenecks.

- 1.2.1.2.11. The State shall be responsible for:
 - 1.2.1.2.7.4. Forecasting and scheduling the need for additional test environments, subject to Contractor availability.
 - 1.2.1.2.7.5. Providing and maintaining client workstations that meet the minimum requirements for the use of the software.
 - 1.2.1.2.7.6. Procurement and implementation of a telecommunications infrastructure network with bandwidth adequate to accommodate the State's use of the Hosting Services.
 - 1.2.1.2.7.6.1. The Contractor may be required to assist the State in determining whether the State has adequate bandwidth. The State agrees that determining the level of bandwidth of the State's network and the cost to increase the bandwidth of the State's network in order to achieve an adequate bandwidth is the State's responsibility.
- 1.2.1.2.12. The State's production environment will be deployed using the Standard High Availability option, whereby the State's environment will use fault tolerant components at a single location including, but not limited to, a Tier 4 data center.
- 1.2.1.2.13. The System will be considered in a System Stabilization Period during the seventy-two (72) hour window following the First Productive Use and following a Major System Change. During a System Stabilization Period, changes to the System may be required to achieve optimal performance and Unscheduled Downtime or Scheduled Downtime minutes do not apply.
- 1.2.1.2.14. Definitions For System Availability Calculation
 - A) *First Productive Use* means the date that data is being accessed or entered in the Hosted System for processing or review in the State's commercial environment
 - B) *Major System Change* means a material change to the system, including a backend upgrade, operating system upgrade, new release upgrade, SAN upgrade, database upgrade
 - C) *Scope of Use (for hosting)* means a metric used to define the limits of the hosting services as provided for in the Master Agreement (i.e.

Initial


Contractor Initials: _____

Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

number of named/concurrent users)

D) *Service Package* means software designed to fix identified Problems or Defects in the Licensed Program(s), including documentation and release notes made available with such patch or service pack.

E) *System Stabilization Period* is the period during the seventy-two (72) hour window following the First Productive Use and following a Major System Change.

1.2.1.3. Exceptions

1.2.1.3.1. The State will not receive any credits in connection with any failure or deficiency of Hosting Availability caused or associated with:

1.2.1.4.1.1. An event of Force Majeure;

1.2.1.4.1.2. Failure of access circuits to the Contractor's Network, unless such failure is caused solely by the Contractor;

1.2.1.4.1.3. Scheduled maintenance, scheduled backups, scheduled restores and emergency maintenance and upgrades;

1.2.1.4.1.4. Issues with FTP, POP, or SMTP State access;

1.2.1.4.1.5. The State's acts or omissions (or acts or omissions of others engaged or authorized by the State), including, without limitation, custom scripting or coding (e.g., CGI, Perl, Java, HTML, ASP, etc.), any negligence, willful misconduct, or misuse of the Services;

1.2.1.4.1.6. E-mail or webmail delivery and transmission;

1.2.1.4.1.7. Outages elsewhere on the Internet that hinder access to the State's account. The Contractor guarantees only those areas considered under the control of the Contractor, including, but not limited to, the Contractor's server links to the Internet, the Contractor's routers, and the Contractor's servers.

1.2.1.4.1.8. Use of a VPN or similar connection which is not exclusively within the Contractor's control at both ends of such connection, and where the problem occurs in the part of the VPN which is not under the Contractor's control.

1.2.1.5. Scheduled Maintenance

1.2.1.5.1. The Contractor may establish a monthly maintenance window for the purpose of upgrading, patching, modifying, and repairing portions or the entire cloud computing environment.

Contractor Initials:
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

1.3 Contract End-Of-Life Transition Services

1.3.1 General Requirements

- 1.3.1.1. If applicable, upon termination or expiration of the Contract the Parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the Contractor to the State and, if applicable, the Contractor engaged by the State to assume the Services previously performed by the Contractor for this section the new Contractor shall be known as "Recipient". Ninety (90) days prior to the end-of the contract or unless otherwise specified by the State, the Contractor must begin working with the State and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The State shall provide the DTP template to the Contractor.
- 1.3.1.2. The Contractor must use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its End Users to the performance of such Services. This may include assistance with the secure transfer of records (electronic and hard copy), transition of historical data (electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure ("Internal IT Systems") of Contractor to the Internal IT Systems of the Recipient and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.
- 1.3.1.3. If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created to manage, track, and/or store State Data in relationship to this contract said Tools will be inventoried and returned to the State, along with the inventory document, once transition of State Data is complete.
- 1.3.1.4. The internal planning of the Transition Services by the Contractor and its End Users shall be provided to the State and if applicable the Recipient in a timely manner. Any such Transition Services shall be deemed to be Services for purposes of this Contract.
- 1.3.1.5. Should the data Transition extend beyond the end of the Contract, the Contractor agrees that the Contract Information Security Requirements, and if applicable, the State's Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the State.
- 1.3.1.6. In the event where the Contractor has comingled State Data and the destruction or Transition of said data is not feasible, the State and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction, refer to the terms and conditions of Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.

1.3.2 State Owned Devices, Systems and Network Usage

- 1.3.2.1. If Contractor End Users are authorized by the State's Information Security Office to access the State's network or system and/or use a state issued device (e.g. computer,

Contractor Initials: DS
Date: 4/9/2025

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01-#2024-094 DHHS
Electronic Health Records at Glenclyff
EXHIBIT B—STATEMENT OF WORK**

iPad; cell phone) in the fulfilment of this Contract, each individual being granted access must:

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

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

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

1.3.2.3.1. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the State, 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 State;

1.3.2.3.2. Only use equipment, software, or subscription(s) authorized by the State's Information Security Office;

1.3.2.3.3. Follow the State's procedure for requesting and installing State authorized software on State equipment;

1.3.2.3.4. Agree that email and other electronic communication messages created, sent, and received on a state-issued email system are the property of the State of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "state-funded email systems."

1.3.2.3.5. Agree that use of email must follow State and NH DoIT policies, standards, and/or guidelines; and

1.3.2.3.6. Agree when utilizing the State's email system:

1.3.2.3.6.1. To only use a state email address assigned to them with a "@ affiliate.DHHS.NH.Gov".

1.3.2.3.6.2. Include in the signature lines information identifying the End User as a non-state workforce member; and

1.3.2.3.6.3. Ensure the following confidentiality notice is embedded underneath the signature line:

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

Initial
DS

Contractor Initials:
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

- 1.3.2.3.6.3.2. Agree End User's will only access the State's intranet to view the Department's Policies and Procedures and Information Security webpages.
- 1.3.3. Contractor End Users with a State issued email, access or potential access to Confidential Data, and/or a workspace in a State building/facility, must:
 - 1.3.3.1. Complete the State's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting State Data or Confidential Data.
 - 1.3.3.2. Sign the State's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Statewide Computer Use Agreement upon execution of the Contract and annually throughout the Contract term.
- 1.3.4. The Contractor agrees, if any End User is found to be in violation of any of the above-stated 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.
- 1.3.5. The Contractor agrees to notify the State a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess State credentials and/or badges or who have system privileges. If End Users who possess State credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor agrees to notify the State's Information Security Office immediately.
- 1.3.6. If applicable, the State will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

1.4 Deliverable Review and Acceptance

1.4.1 Non-Software and Written Deliverables Review and Acceptance

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

Contractor Initials: _____
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

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

1.5 Software Deliverables Review and Acceptance

- 1.5.1 System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Acceptance and Testing Services described herein.
- 1.5.2 Unless the State otherwise specifically agrees in writing, in no event shall the Contractor certify for testing and deliver to the State more than three (3) Deliverables for review or testing at one time. As the State accepts a Deliverable, an additional Deliverable may be presented for review but at no time can the Deliverables exceed three (3) at a time without the authorization of the State.

1.6 The Contractor must be responsible for meeting the Technical Requirements identified in Exhibit G, Attachment 1 - IT Requirements Workbook.

1.7 Conditional and Unconditional Acceptance

- 1.7.1 By accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including, Software/System Acceptance Testing, and any extensions thereof.

1.8 Change Order

- 1.8.1 The State may make changes, revisions or request enhancements to the Scope of Work at any time by written Change Order. The State originated changes, revisions or enhancements shall be approved by the Department of Information Technology. Within five (5) business days of Contractor's receipt of a Change Order, Contractor must advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, and the Work Plan.
- 1.8.2 Contractor may propose a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, and the Work Plan. The State

Contractor Initials: _____
Date: 4/9/2025

initial
DS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK**

shall acknowledge receipt of Contractor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must review and approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the Parties are unable to reach an agreement in writing within 30 days of receipt of the Change Order.

- 1.8.3 Change orders resulting in an increase of Price Limitation, an extension of time for Contract completion or a significant change to the scope of the Contract may require approval by the Governor and Council.
- 1.8.4 A Change Order which is accepted and executed by both Parties, and if applicable approved by Governor and Council, shall amend the terms of this Agreement.
- 1.8.5 Each service or Transition phase shall be deemed completed (and the Transition process finalized) at the end of 15 business days after the product, resulting from the Service, is delivered to the State and/or the Recipient in accordance with the mutually agreed upon Transition plan, unless within said 15 business day term the Contractor notifies the State of an issue requiring additional time to complete said product.
- 1.8.6 Once all parties agree the data has been migrated the Contractor will have 30 days to destroy the data per the terms and conditions of Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
- 1.8.7 In the event the State is not satisfied with the results of the Transition Service, the State shall notify the Contractor, by email, stating the reason for the lack of satisfaction within 15 business days of the final product or at any time during the data Transition process. The Parties shall discuss the actions to be taken to resolve the disagreement or issue. If an agreement is not reached, at any time the State shall be entitled to initiate actions in accordance with the Contract.

1.9 Implementation Services

- 1.9.1 The Contractor must manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and Report status.
- 1.9.2 The Contractor and the State shall adopt a Change Management approach to identify and plan key strategies; communication initiatives, and training plans.

1.10 Background Checks

- 1.10.1 The Contractor must conduct criminal background checks, at its own expense, and not utilize any End Users, to fulfill the obligations of the Contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. Contractor agrees it will initiate a criminal background check re- investigation of all employees, volunteers, interns, and subcontractors assigned to this Contract every five (5) years. The five (5) year period will be based on the date of the last Criminal Background Check conducted by the Contractor.

Contractor Initials:
Date 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

1.10.2 The Contractor must promote and maintain an awareness of the importance of securing the State's information among the Contractor's End Users. Contractor's End Users shall not be permitted to handle, access, view, store or discuss Confidential Data until an attestation is received by the Contractor that all Contractor End Users associated with fulfilling the obligations of this Contract are, based on criteria provided herein are, eligible to participate in work associated with this Contract.

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

1.11. Project Management

1.11.1 The Contractor must use State standard tools for project tracking and templates to record and manage Issues, Risks, Change Requests, Requirements, and other documents used in the management and tracking of the project. The State believes that effective communication and Reporting are essential to Project success. The Contractor must employ effective communication and Reporting strategies to ensure Project success. The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

1.11.2 The Project requires the coordinated efforts of a Project Team consisting of both Contractor and State personnel. Contractor must provide all necessary resources to perform its obligations under the Contract. Contractor is responsible for providing all appropriate resources and personnel to manage this Project to a successful completion.

1.12. The Contractor Key Project Staff

1.12.1 The Contractor's Contract Manager

1.12.1.1 The Contractor must assign a Contract Manager, who will be responsible for all Contract authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. Contractor's Contract Manager is:

Garima Nagar

Garima.Nagar@matrixcare.com

(930) 272-8457

1.12.2 The Contractor's Project Manager

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

Brian Tolkkinen

Brian.Tolkkinen@matrixcare.com

(952) 995-9812

Contractor Initials: DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

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

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

1.12.3 Change of Project Manager

1.12.3.1 The Contractor may not replace the Project Manager or change its assignment of Project Manager without providing the State written notice and obtaining the prior approval of the State of the replacement Project Manager. State approvals for replacement of Project Manager shall not be unreasonably withheld. The replacement Project Manager is subject to the same requirements and review as set forth above. Contractor must assign a replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor must continue during the ten (10) business day period to provide competent project management Services through a qualified interim Project Manager.

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

1.13 The State Key Project Staff

1.13.1 The State Contract Manager

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

Contractor Initials: Initial
DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

Kevin A. Lincoln, Administrator III, State of New Hampshire
Kevin.a.Lincoln@dhhs.nh.gov
(603) 271-5752

1.13.2 The State Project Manager

1.13.2.1 The State shall assign a Project Manager. The State's Project Manager is:
Sean Hollingsworth, Senior Director, Hospital Information Systems,
State of New Hampshire.
Sean.P.Hollingsworth@dhhs.nh.gov
(603) 271-5752

1.13.2.2 The State Project Manager's duties shall include the following:

- 1.13.2.2.1 Leading the Project;
- 1.13.2.2.2 Engaging and managing all Contractors working on the Project;
- 1.13.2.2.3 Managing significant issues and risks;
- 1.13.2.2.4 Reviewing and accepting Contract Deliverables;
- 1.13.2.2.5 Invoice sign-offs;
- 1.13.2.2.6 Review and approval of Change Orders;
- 1.13.2.2.7 Managing stakeholders' concerns.

1.14 Acceptance & Testing Services

1.14.1 The Contractor must support the Electronic Health Care System for State and Glencliff Home Program staff to test system interfaces and use.

1.15 Maintenance, Operations and Support

1.15.1 System Maintenance

1.15.1.1 The Contractor must maintain and support the System in all material respects as identified in Exhibit G, Attachment 1 - IT Requirements Workbook.

1.16 System Support

1.16.1 The Contractor must perform on-site or remote technical support in accordance with the Contract, including without limitation the requirements, terms, and conditions contained herein.

1.17 Support Obligations

1.17.1 The Contractor must repair or replace Software and provide maintenance of the Software, in accordance with the Specifications and terms and requirements of the

Contractor Initials: DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

Contract.

1.17.2 The Contractor must maintain a record of the activities related to Warranty repair or maintenance activities performed for the State;

1.17.3 If the Contractor fails to correct a Deficiency, The Contractor must be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies as defined in the P-37 General Provisions, Provision 8, as well as to return the Contractor's product and receive a refund for all amounts paid to the Contractor, including but not limited to, applicable License fees, within ninety (90) days of notification to the Contractor of the State's refund request.

1.18. Contract Warranties and Representations

1.18.1 System

1.18.1.1 The Contractor warrants that any Systems provided under this Agreement will operate and conform to the Specifications, terms, and requirements of this Agreement.

1.19. Software

1.19.1 The Contractor warrants that any Software provided as part of this Agreement, including the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and terms of the Contract.

1.19.2 For any breach of the above Software warranty, in addition to all its other remedies at law and in equity, at the State's option The Contractor must:

1.19.2.1 provide the correction of program errors that cause breach of the warranty, or if Contractor cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license if any and recover the fees paid to Contractor for the program license and any unused, prepaid technical support fees the State has paid for the program license; or

1.19.2.2 the re-performance of the deficient Services, or

1.19.2.3 if Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to Contractor for the deficient Services.

1.20. Compatibility

1.20.1 The Contractor warrants that all System components, the components provided, any replacement or upgraded System Software components provided by Contractor to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

1.21. Services

1.21.1 The Contractor warrants that all Services to be provided under this Agreement will be

Contractor Initials: DS

Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01-#2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B—STATEMENT OF WORK

provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

1.22 Data Protection

1.22.1 The Contractor must comply with Exhibit G; Attachment 2- Exhibit E: DHHS Information Security Requirements.

1.23 Data Integration and Ingestion

1.23.1 The Contractor must, for the electronic healthcare record solutions implemented provide the professional services and automated daily, no less than once per day, ability to export and/or provide direct data connection access all of the data maintained by the system and if needed delivered to the State via sFTP, per Exhibit G, Attachment 2 - Exhibit E: DHHS Information Security Requirements or another secured methodology mutually agreed upon by both parties. Additionally, a data dictionary and model must be provided for any data being provided to the State.

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

1.24 Data Location

1.24.1 The Contractor must provide its Services to the State and its end users solely from data centers within the contiguous United States. All storage, processing and transmission of Confidential Data and State Data shall be restricted to information technology systems within the contiguous United States. The Contractor must not allow its End Users, as defined in Exhibit G; Attachment 2 - Exhibit E: DHHS Information Security Requirements, to store Confidential Data or State Data on portable devices, including personal computers, unless prior written exception is provided by the Department of Health and Human Service's Information Security Office.

1.25 Privacy Impact Assessment (PIA)

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

1.25.1.1 How PII is gathered and stored;

1.25.1.2 Who will have access to PII;

Contractor Initials:
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT B – STATEMENT OF WORK

1.25.1.3 How PII will be used in the system;

1.25.1.4 How individual consent will be achieved and revoked; and

1.25.1.5 Privacy practices.

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

1.26 Software Agreement

1.26.1 The Contractor must provide the State with access to the Software Licenses and Documentation set forth in the Contract, and particularly described Exhibit D: Software Agreement.

1.27 Administrative Services

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

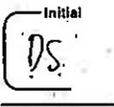
1.28 Terms And Definitions

1.28.1 Terms and Definitions applicable to this Contract are identified in Exhibit F: Terms and Definitions.

1.29 Contractor's Certificates

1.29.1 Required Contractor Certificates are attached in Exhibit G.

Remainder of this page intentionally left blank

Contractor Initials: 
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT C – PRICE AND PAYMENT SCHEDULE

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

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

1. Contract Price

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

2. Travel Expenses

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

3. Shipping Fees

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

4. Invoicing

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

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

5. Invoice Address

Invoices may be sent to:

Glencliff.AP@dhhs.nh.gov
Financial Manager
Glencliff Home
P.O. Box 76
Glencliff, NH 03238

Contractor Initials: DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT C – PRICE AND PAYMENT SCHEDULE

6. Payment Address

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

7. Overpayments to the Contractor

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

8. Credits

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

8.2. If the Contractor is unable to meet the uptime requirement, the Contractor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The appropriate credit percentage will be determined based on the following formula in Section 1.2.1.2.3. The Contractor must indicate any credits in the following month's invoice.

8.3. The Contractor must calculate System Availability as set forth below for each month. System Availability will be calculated as follows (and will be rounded to up to the next one tenth of a percentage point):

8.4. System Availability = [(Base Time – Unscheduled Downtime) / (Base Time)] x 100

9. Project Holdback

9.1. The State shall withhold ten percent (10%) of the price for each Deliverable, except Software License fees, as set forth in the Payment Table, until successful conclusion of the Warranty Period.

10. Payment Schedule

10.1. This is a Fixed Firm Price Contract. The total Contract value is indicated in P-37 General Provisions - Block 1.8: Price Limitation for the period between the Effective Date through date indicated in P-37 General Provisions - Block 1.7: Completion Date. The Contractor must be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below:

Deliverable	Deliverable Type	Projected Due Date
Operations		
Ongoing Hosting	Software & Non-	7/1/2024-

Contractor Initials: DS

Date: 4/9/2025

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01-#2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT C - PRICE AND PAYMENT SCHEDULE**

Operations, Support, and Maintenance	Software	6/30/2026
--	----------	-----------

10.2. Software License Pricing

Glencliff Software Subscription Table			
Activity	Description	Delivery Date	Payment Amount
FY 2025 Monthly Subscription Service	System hosting, operations, support, and maintenance	7/1/2024 - 6/30/2025	\$25,188 (\$2,099 per month)
FY 2026 Monthly Subscription Service	System hosting, operations, support, and maintenance	7/1/2025 - 6/30/2026	\$25,188 (\$2,099 per month)
Total			\$50,376

Contractor Initials: _____
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glenciff
EXHIBIT C – PRICE AND PAYMENT SCHEDULE

Remainder of this page intentionally left blank

Contractor Initials:

Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT D – SOFTWARE LICENSE AGREEMENT

EXHIBIT D – SOFTWARE LICENSE AGREEMENT

1. License Grant. For Subscription and for SaaS (Case 3)

During the Subscription Term, the State will receive a nonexclusive, non-assignable, royalty free, worldwide right to access and use the Software solely for the State's internal business operations subject to the terms of the Contract and up to the number of licenses documented in the Contract.

The Parties acknowledge that this Contract is a services agreement and Contractor will not be delivering copies of the Software to Customer as part of the Contract.

2. Software Title. Title, right, and interest (including all ownership and intellectual property rights) in the Software provided under this agreement, and its associated documentation, shall remain with the Contractor.

3. Software and Documentation Copies. Contractor must provide the State with an electronic version in both Microsoft Word and PDF formats of the Software's associated Documentation. The State shall have the right to copy the Software and its associated Documentation within its possession for its internal business needs. To the extent that the State does not have possession of the Software, Contractor must provide a copy of the Software and associated Documentation upon request. The State agrees to include copyright and proprietary notices provided to the State by the Contractor on such copies.

4. Restrictions. Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program, markings or any notice of Contractor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

5. Viruses. Contractor must provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications. As a part of its internal development process, Contractor will use reasonable efforts to test the Software for viruses.

6. Audit. Upon forty-five (45) days written notice, Contractor may audit the State's use of the programs at Contractor's sole expense. The State agrees to cooperate with Contractor's audit and provide reasonable assistance and access to information. The State agrees that Contractor must not be responsible for any of the State's reasonable costs incurred in cooperating with the

Contractor Initials:
Date 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glenciff
EXHIBIT D – SOFTWARE LICENSE AGREEMENT

audit. Notwithstanding the foregoing, Contractor's audit rights are subject to applicable State and federal laws and regulations.

7. Software Non-Infringement. Contractor warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software, including any and all component parts thereof such as third-party software or programs that may be embedded in the Software ("Contracted Resources") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Resources infringe their intellectual property rights, Contractor must defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Contractor control of the defense and any settlement negotiations; and
- c. Gives Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If Contractor believes or it is determined that any of the Contracted Resources may have violated someone else's intellectual property rights, Contractor may choose to either modify the Contracted Resources to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable Contracted Resources and refund all fees the State has paid Contractor under the Contract.

Unless specified otherwise in this agreement,

- a. Contractor will not indemnify the State if the State alters the Contracted Resources without Contractor's consent or uses it outside the scope of use identified in Contractor's user Documentation or if the State uses a version of the Contracted Resources which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Resources which was provided to the State at no additional cost. Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Contractor. Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Resources with any products or services not provided by Contractor without Contractor's consent.

Contractor Initials:
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT D – SOFTWARE LICENSE AGREEMENT

8. Control of All Component Elements. Contractor acknowledges and agrees that it is responsible for maintaining all licenses or permissions to use any third-party software, equipment, or services that are component parts of any deliverable provided under this agreement for the entire term of the contract. Nothing within this provision shall be construed to require Contractor to maintain licenses and permissions for Software acquired by the State directly or through third-parties which may be integrated with the Contractor's deliverables.

9. Custom Software. Should any custom source code be developed, Contractor must provide the State with a copy of the source code, which shall be subject to the License rights. The State shall receive a worldwide, perpetual, irrevocable, non-exclusive paid-up right and license to use, copy, modify and prepare derivative works of any custom developed software.

The remainder of this page is intentionally left blank

Contractor Initials: _____
Date: 4/9/2025

Initial
DS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glenciff
EXHIBIT D-1 - CUSTOM SOFTWARE AGREEMENT**

EXHIBIT D-1 – CUSTOM SOFTWARE AGREEMENT

Documentation and Copies. The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, Contractor agrees to provide all copies of the Software for all versions, including related documentation, to the State. Contractor must not retain any work product associated with this Agreement unless authorized by the State in writing.

Restriction on Use. Unless specifically authorized by the State, Contractor must not utilize work product derived as part of this Agreement in any manner other than as required by Contractor to complete its obligations under this Agreement.

Software Non-Infringement. The Contractor warrants that the Software, including any and all component parts thereof (“Contracted Works”) that are original works of the Contractor that do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Works infringe their intellectual property rights, Contractor must defend and indemnify the State against the claim.

If Contractor believes or it is determined that any of the Contracted Works may have violated someone else’s intellectual property rights, Contractor may choose to either modify the Contracted Resources to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable Contracted Works and refund all fees the State has paid Contractor under the Contract. Contractor will not indemnify the State if the State alters the Contracted Resources without Contractor’s consent or uses it outside the scope of use identified in Contractor’s user Documentation or if the State uses a version of the Contracted Works which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Resources which was provided to the State at no additional cost. Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Contractor. Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Works with any products or services not provided by Contractor without Contractor’s consent.

Contractor Initials: initial
DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
1 EXHIBIT D-1 - CUSTOM SOFTWARE AGREEMENT

Viruses. The Contractor must provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

Remainder of this page intentionally left blank.

Contractor Initials:
Date: 4/9/2025

Initial
DS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT E – ADMINSTRATIVE SERVICES**

EXHIBIT E – ADMINISTRATIVE SERVICES

1. Dispute Resolution

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

Table E-1.			
DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Support Managers	State Project Manager	Five (5) Business Days
First	VP, Customer Support Services	DHHS Director Bureau of Information Security	Ten (10) Business Days
Second	SVP of Skilled Nursing Administration	DHHS Chief Operating Officer	Fifteen (15) Business Days
Third	President	DHHS New Hampshire Hospital Chief Executive Officer	Twenty (20) Business Days

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

2. Access and Cooperation

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

Contractor Initials: Initial
DS
Date: 4/9/2025

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT E – ADMINSTRATIVE SERVICES

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

3. Record Retention

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

4. Accounting

- 4.1. Contractor must maintain an accounting System in accordance with Generally Accepted Accounting Principles (GAAP). The costs applicable to the Contract shall be ascertainable from the accounting System.

5. Audit

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

Remainder of this page intentionally left blank

Contractor Initials: _____
Date: 4/9/2025

Initial
DS

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT F – TERMS AND DEFINITIONS**

EXHIBIT F – TERMS AND DEFINITIONS

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

TERM	DEFINITION
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Agreement	A Contract duly executed and legally binding.
Commercial Off-The Shelf Software (COTS)	Software that is purchased from a vendor and is ready for use with little or no change.
Confidential Information or Confidential Data	The definition for this term is located in Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
Contract	An Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contractor Confidential Information	Information the Contractor has clearly identified in writing to the State it claims to be confidential or proprietary or information that by the nature of the circumstances surrounding the disclosure reasonably ought to be treated as proprietary and confidential.
Data	State records, files, forms, electronic information and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the contract term, that may be defined as “Confidential Data” within Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
Data Breach	The definition for this term is located in the Exhibit G, Attachment 2, and Exhibit E: DHHS Information Security Requirements.
Deficiency (-ies)/Defects	A failure, shortcoming or error in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.

Contractor Initials: _____
Date: 4/9/2025

initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01-#2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT F – TERMS AND DEFINITIONS

Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, code, or other), provided by the Contractor to the State or under the terms of a Contract requirement.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Enhancements	Updates, additions, modifications to, and new releases for the Software or System, and all changes to the Documentation as a result of improvement in quality, value, or extent.
Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosted System	The combination of hardware, software and networking components used by the Application Service Provider to deliver the Hosted Services.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
Implementation	The process for making the System fully Operational for processing the Data.
Infrastructure as a Service (IaaS)	The Contractor is responsible for ownership and management of the hardware that support the software, including servers, networking and storage.
Non-Public Information	The definition for this term is located in Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA chapter 21-R:10 and RSA chapter 21-R:11.

Contractor Initials: _____
 Date: 4/9/2025

Initial


**STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
 Electronic Health Records at Glencliff
 EXHIBIT F – TERMS AND DEFINITIONS**

Operational	Operational means that the System is ready for use and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued Acceptance.
Personally Identifiable Information	The definition for this term is located in Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
Platform as a Service (Paas)	The Contractor is responsible for ownership and management of the hardware that support the software, including servers, networking and storage, and also provides the operating system and databases.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Proposal	A written plan put forth by a Vendor for consideration in response to a solicitation by the State.
Security Incident	The definition for this term is located in Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements
Services	The work or labor to be performed by the Vendor on the Project as described in a contract.
Software	All Custom, Open Source, IaaS, SaaS and/or COTS Software and/or applications provided by the Contractor under the Contract.
Software Deliverables	All Custom, Open Source, IaaS, SaaS and/or COTS Software and/or applications and Enhancements.
Software License	Licenses provided to the State under this Contract.
Software-as-a-Service (SaaS)	The capability provided to the State to use the Contractor's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, Operating Systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Contractor Initials:
 Date: 4/9/2025

Initial


STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT F – TERMS AND DEFINITIONS

Specifications	Written details that set forth the requirements which include, without limitation, the RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State- approved Deliverables, and other specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State Data	All Data created or in any way originating with the State, and all Data that is the output of computer processing of or other electronic manipulation of any Data that was created by or in any way originated with the State, whether such Data or output is stored on the State's hardware, the Contractor's hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor that may be defined as "Confidential Data" within Exhibit G, Attachment 2 – Exhibit E: DHHS Information Security Requirements.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year (SFY) runs from July 1 of the preceding calendar year through June 30 of the applicable calendar year.
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Contractor which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.
Subscription	A signed Agreement between a supplier and the State that the State will receive and provide payment for regular products or services, for a set period of time identified within the Agreement.
Support Services	The maintenance and technical support services provided by Contractor to the State during the Term of the Contract.
System	All Software, specified hardware, interfaces and extensions, integrated and functioning together in accordance with the Specifications.

Contractor Initials: _____
 Date: 4/9/2025

Initial


STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01 #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT F.- TERMS AND DEFINITIONS

Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.
Verification	Supports the confirmation of authority to enter a computer system application or network.
Warranty	The conditions under, and period during, which the Contractor will repair, replace, or other compensate for, the defective item without cost to the buyer or user. It also delineates the rights and obligations of both parties in case of a claim or dispute.
Warranty Period	A period of coverage during which the Contractor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.
Work / Project Plan	Documentation that details the activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Attachment 1: IT Requirements Workbook. The Work / Project Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.

Remainder of this page intentionally left blank

Contractor Initials:
Date: 4/9/2025

Initial
DS

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DHHS- SS-2024-GLENCLIFF-01-ELECT-01- #2024-094 DHHS
Electronic Health Records at Glencliff
EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES

EXHIBIT G – ATTACHMENTS AND CONTRACTOR CERTIFICATES

1. DHHS ATTACHMENTS

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

2. CONTRACTOR CERTIFICATES

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

Remainder of this page intentionally left blank.

Contractor Initials: _____

Date: 4/9/2025

Initial
DS

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION A: CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

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

ALTERNATIVE I - FOR CONTRACTORS OTHER THAN INDIVIDUALS

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

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

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

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

v1 6/23

Exhibit D
Federal Requirements

Contractor's Initials DS
Date 4/9/2025

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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

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

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

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION B: CERTIFICATION REGARDING LOBBYING

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

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

Programs (indicate applicable program covered):

- *Temporary Assistance to Needy Families under Title IV-A
- *Child Support Enforcement Program under Title IV-D
- *Social Services Block Grant Program under Title XX
- *Medicaid Program under Title XIX
- *Community Services Block Grant under Title VI
- *Child Care Development Block Grant under Title IV

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

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, loan, or cooperative agreement (and by specific mention sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, loan, or cooperative agreement (and by specific mention sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, see <https://omb.report/ici/201009-0348-022/doc/20388401>
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

v1.6/23

Exhibit D
Federal Requirements

Contractor's Initials

Date 4/9/2025

Initial

DS

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION C: CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 12689 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this Agreement, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this Agreement is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See <https://www.govinfo.gov/app/details/CFR-2004-title45-vol1/CFR-2004-title45-vol1-part76/context>.
6. The prospective primary participant agrees by submitting this Agreement that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties) <https://www.ecfr.gov/current/title-22/chapter-V/part-513>.

v1 6/23

Exhibit D
Federal Requirements

Contractor's Initials

Date 4/9/2025

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
- 11.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - 11.2. Have not within a three-year period preceding this proposal (Agreement) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 11.3. Are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (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 (Agreement), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
- 13.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
 - 13.2. Where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (Agreement).
14. The prospective lower tier participant further agrees by submitting this proposal (Agreement) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION D: CERTIFICATION OF COMPLIANCE WITH FEDERAL REQUIREMENTS

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

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

1. Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200).
2. The Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan.
3. The Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements.
4. The Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
5. The Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
6. The Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
7. The Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
8. The Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
9. 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
10. 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.
11. The Clean Air Act (42 U.S.C. 7401-7671q.) which seeks to protect human health and the environment from emissions that pollute ambient, or outdoor, air.

v1 6/23

Exhibit D
Federal Requirements

Contractor's Initials

Date 4/9/2025

Initial
DS

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

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

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

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

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

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

Initial
DS

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION E. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

SECTION F: CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$30,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$30,000 or more. If the initial award is below \$30,000 but subsequent grant modifications result in a total award equal to or over \$30,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

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

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action.
7. Location of the entity
8. Principle place of performance
9. Unique Entity Identifier (SAM UEI; DUNS#)
10. Total compensation and names of the top five executives if:
 - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
 - 10.2. Compensation information is not already available through reporting to the SEC.
Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

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

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

v1/6/23

Exhibit D
Federal Requirements

Contractor's Initials

Date 9/2025

Initial
DS

New Hampshire Department of Health and Human Services Exhibit D – Federal Requirements

FORM A

As the Grantee 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 106560832

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: _____

Contractor Name: MatrixCare

4/9/2025

Date: _____

Signed by:

David Shepard

Name: David Shepard

Title: Head of Sales

v1 6/23

Exhibit D
Federal Requirements

Contractor's Initials

Initial
DS

Date 4/9/2025

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

A. Definitions.

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

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.
3. "Confidential 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

Contractor Initials

Initial
DS

4/9/2025

Date

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

or misplacement of hardcopy documents, and misrouting of physical or electronic mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

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

I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

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

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

2. The Contractor must not disclose any Confidential Information in response to a request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.
3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

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

Initial
DS

Contractor Initials

4/9/2025

Date

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

8. Open Wireless Networks. End User may not transmit Confidential Data via an open wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.
9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

1. 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, antihacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, must have aggressive intrusion-detection and firewall protection.

Contractor Initials

Initial
DS

Date 4/9/2025

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

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.

2. 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.).

Initial
DS

Contractor Initials

4/9/2025

Date

New Hampshire Department of Health and Human Services

Exhibit E

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

Contractor Initials Initial
DS
Date 4/9/2025

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

future breach, and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from the breach, including but not limited to: credit monitoring services, mailing costs, and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/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:
 1. 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.
 2. safeguard this information at all times.
 3. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.

Initial
DS

Contractor Initials

4/9/2025

Date

New Hampshire Department of Health and Human Services

Exhibit E

DHHS Information Security Requirements

4. 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.
5. limit disclosure of the Confidential Information to the extent permitted by law.
6. 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.).
7. 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.
8. 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.
9. 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.
17. 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.
18. The Department agrees that the Contractor may only aggregate data to the extent necessary to provide the required services to the department that is compliant with HIPAA and DHHS security requirements and the BAA. The data utilized or shared pursuant to this provision must be directly connected to the provision of Services under the Agreement and shall not contain any Protected Health Information or personally identifiable information, as such terms are defined by this agreement. The Contractor shall not use PHI or personally identifiable data to perform marketing research or product improvement.

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

Contractor Initials

^{Initial}
DS

4/9/2025

Date

New Hampshire Department of Health and Human Services
Exhibit E
DHHS Information Security Requirements

notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer: DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer: DHHSInformationSecurityOffice@dhhs.nh.gov



Exhibit F

BUSINESS ASSOCIATE AGREEMENT

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

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

(1) **Definitions**

a. The following terms shall have the same meaning as defined in HIPAA, the HITECH Act, and Part 2, as they may be amended from time to time:

"Breach," "Designated Record Set," "Data Aggregation," "Designated Record Set," "Health Care Operations," "HITECH Act," "Individual," "Privacy Rule," "Required by law," "Security Rule," and "Secretary."

b. Business Associate Agreement, (BAA) means the Business Associate Agreement that includes privacy and confidentiality requirements of the Business Associate working with PHI and as applicable, Part 2 record(s) on behalf of the Covered Entity under the Agreement.

c. "Constructively Identifiable," means there is a reasonable basis to believe that the information could be used, alone or in combination with other reasonably available information, by an anticipated recipient to identify an individual who is a subject of the information.

d. "Protected Health Information" ("PHI") as used in the Agreement and the BAA, means protected health information defined in HIPAA 45 CFR 160.103, limited to the information created, received, or used by Business Associate from or on behalf of Covered Entity, and includes any Part 2 records, if applicable, as defined below.

e. "Part 2 record" means any patient "Record," relating to a "Patient," and "Patient Identifying Information," as defined in 42 CFR Part 2.11.

f. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

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

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

Exhibit F

Business Associate Agreement Page 1 of 6

V.2.0

Contractor Initials

Initials DS

Date 4/9/2025



Exhibit F

- limited to all its directors, officers, employees, and agents, shall protect any PHI as required by HIPAA and 42 CFR Part 2, and not use, disclose, maintain, store, or transmit PHI in any manner that would constitute a violation of HIPAA or 42 CFR Part 2.
- b. Business Associate may use or disclose PHI, as applicable:
 - I. For the proper management and administration of the Business Associate;
 - II. As required by law, according to the terms set forth in paragraph c. and d. below;
 - III. According to the HIPAA minimum necessary standard;
 - IV. For data aggregation purposes for the health care operations of the Covered Entity; and
 - V. Data that is de-identified or aggregated and remains constructively identifiable may not be used for any purpose outside the performance of the Agreement.
 - c. To the extent Business Associate is permitted under the BAA or the Agreement to disclose PHI to any third party or subcontractor prior to making any disclosure, the Business Associate must obtain a business associate agreement or other agreement with the third party or subcontractor, that complies with HIPAA and ensures that all requirements and restrictions placed on the Business Associate as part of this BAA with the Covered Entity, are included in those business associate agreements with the third party or subcontractor.
 - d. The Business Associate shall not disclose any PHI in response to a request or demand for disclosure, such as by a subpoena or court order, on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity can determine how to best protect the PHI. If Covered Entity objects to the disclosure, the Business Associate agrees to refrain from disclosing the PHI and shall cooperate with the Covered Entity in any effort the Covered Entity undertakes to contest the request for disclosure, subpoena, or other legal process. If applicable relating to Part 2 records, the Business Associate shall resist any efforts to access part 2 records in any judicial proceeding.

(3) Obligations and Activities of Business Associate

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

Exhibit F

Business Associate
Agreement Page 2 of 6

V 2.0

Contractor Initials

Initial
DS

Date 4/9/2025



Exhibit F

- security breach as described above and communicate the risk assessment to the Covered Entity. The risk assessment shall include, but not be limited to:
- I. The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
 - II. The unauthorized person who accessed, used, disclosed, or received the protected health information;
 - III. Whether the protected health information was actually acquired or viewed; and
 - IV. How the risk of loss of confidentiality to the protected health information has been mitigated.
- e. The Business Associate shall complete a risk assessment report at the conclusion of its incident or breach investigation and provide the findings in a written report to the Covered Entity as soon as practicable after the conclusion of the Business Associate's investigation.
- f. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the US Secretary of Health and Human Services for purposes of determining the Business Associate's and the Covered Entity's compliance with HIPAA and the Privacy and Security Rule, and Part 2, if applicable.
- g. Business Associate shall require all of its business associates that receive, use or have access to PHI under the BAA to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein.
- h. Within ten (10) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the BAA and the Agreement.
- i. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- j. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- k. Business Associate shall document any disclosures of PHI and information related to any disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- l. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI.

Exhibit F

Business Associate
Agreement Page 3 of 6

Contractor Initials

AT in
DS

Date 4/9/2025



Exhibit F

accordance with 45 CFR Section 164.528.

- m. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within five (5) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- n. Within thirty (30) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-ups of such PHI in any form or platform.
- VI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, or if retention is governed by state or federal law, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible for as long as the Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall post a current version of the Notice of the Privacy Practices on the Covered Entity's website:

<https://www.dhhs.nh.gov/oos/hipaa/publications.htm> in accordance with 45 CFR Section 164.520.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this BAA, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination of Agreement for Cause

- a. In addition to the General Provisions (P-37) of the Agreement, the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a material breach by Business Associate of the Business Associate Agreement. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity.

(6) Miscellaneous

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



Exhibit F

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

- b. **Change in law** - Covered Entity and Business Associate agree to take such action as is necessary from time to time for the Covered Entity and/or Business Associate to comply with the changes in the requirements of HIPAA, 42 CFR Part 2 other applicable federal and state law.
- c. **Data Ownership** - The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. **Interpretation** - The parties agree that any ambiguity in the BAA and the Agreement shall be resolved to permit Covered Entity and the Business Associate to comply with HIPAA and 42 CFR Part 2.
- e. **Segregation** - If any term or condition of this BAA or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this BAA are declared severable.
- f. **Survival** - Provisions in this BAA regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the BAA in section (3) g. and (3) n.l., and the defense and indemnification provisions of the General Provisions (P-37) of the Agreement, shall survive the termination of the BAA.
- g. **Reimbursement** - Business Associate shall reimburse Covered Entity Associate in connection with a breach of this BAA and/or HIPAA by Business Associate for all reasonable costs incurred in connection with investigating, responding to, mitigating the harmful effects of, and notifying individuals, regulators and the media concerning the unintended use or disclosure, including all legal, compliance, risk management, security, and information technology expenses, all costs of printing and postage and all credit and fraud monitoring, identity theft remediation and similar services offered to affected individuals.

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

Department of Health and Human Services
The State

DocuSigned by:
Ellen Lapointe
40006081F0E9420

Signature of Authorized Representative

Ellen Lapointe

Name of Authorized Representative

MatrixCare

Name of the Contractor

Signed by:
David Shepard
031206010C4242A

Signature of Authorized Representative

David Shepard

Name of Authorized Representative

Initial
DS

Contractor Initials



Exhibit F

Chief Executive Officer

Head of Sales

Title of Authorized Representative

Title of Authorized Representative

4/9/2025

4/9/2025

Date

Date

Exhibit F

Business Associate
Agreement Page 5 of 6

V 2.0

Contractor Initials

Initial
DS

4/9/2025
Date

Exhibit G Attachment 1 - IT Requirements Workbook

APPLICATION REQUIREMENTS					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
GENERAL SPECIFICATIONS					
A1.1	Ability to access data using open standards access protocol (please specify supported versions in the comments field).	M	Yes	Standard	MatrixCare Skilled Nursing is a SaaS web based application accessed with a web browser via HTTPS and encrypted in motion with TLS 1.2, actively transitioning to TLS 1.3, all weak ciphers for TLS 1.2 are disabled.
A1.2	Data is available in commonly used format over which no entity has exclusive control, with the exception of National or International standards. Data is not subject to any copyright, patent, trademark or other trade secret regulation.	M	Yes	Standard	The customer owns and is responsible for their content/data, but grants ResMed a license to use it to provide the services during the contract term. Likewise, ResMed owns the software/services and grants the customer a license to use it during the contract term. ResMed may deidentify data in accord with applicable law.
A1.3	Web-based compatible and in conformance with the following W3C standards: HTML5, CSS 2.1, XML 1.1	M	Yes	Standard	HL7 C-CDA, HL7 ADT v2.3, FHIR STU3, SOAP/ XML
APPLICATION SECURITY					
A2.1	Verify the identity or authenticate all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	The application is hosted by MatrixCare. Only application connections from specific sources are allowed for the database tier. IP whitelisting and MFA (with Okta federation to local AD) capability is available to restrict connections for the application to specific customer source addresses.
A2.2	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	M	Yes	Standard	MatrixCare enforces unique user names and uses password-based authentication controls. Multi-factor authentication can be implemented via Active Directory federation using Okta's agent and OpenID Connect.
A2.3	Enforce unique user names.	M	Yes	Standard	Each MatrixCare user is assigned a unique user name. Duplicate user names are prevented by the system.
A2.4	Enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide User Account and Password Policy.	M	Yes	Standard	Implementing Okta-based IDM for the Skilled Nursing application to enforce a password policy defining password complexity (to 15 characters, 1 upper, 1 lower, 1 numeric, 1 special). The last 6 passwords are prevented from reuse.
A2.5	Enforce the use of complex passwords for general users using capital letters, numbers and special characters in accordance with DoIT's statewide User Account and Password Policy.	M	Yes	Standard	Implementing Okta-based IDM for the Skilled Nursing application to enforce a password policy defining password complexity (to 15 characters, 1 upper, 1 lower, 1 numeric, 1 special). The last 6 passwords are prevented from reuse.
A2.6	Encrypt passwords in transmission and at rest within the database.	M	Yes	Standard	All MatrixCare web communication occurs over secure TLS. User passwords are hashed, salted, and encrypted in the database.



Exhibit G Attachment 1 - IT Requirements Workbook

A2.7	Establish ability to expire passwords after a definite period of time in accordance with DoIT's statewide User Account and Password Policy.	M	No	Custom	MatrixCare's password policy aligns with NIST guidelines which emphasizes password length over complexity, salting and hashing stored passwords, MFA, and making it easier for users to adhere to password security policies.
A2.8	Provide the ability to limit the number of people that can grant or change authorizations.	M	Yes	Standard	Role based access is provided. Customer administrator rights can be limited to specific individuals.
A2.9	Establish ability to enforce session timeouts during periods of inactivity.	M	Yes	Standard	Automatic logout occurs after 15 minutes of inactivity by default. This is configurable.
A2.10	The application shall not store authentication credentials or sensitive data in its code.	M	Yes	Standard	Sensitive credentials or code are not stored in the application code.
A2.11	Log all attempted accesses that fail identification, authentication and authorization requirements.	M	Yes	Standard	True for HIPAA Audit logs and system logs.
A2.12	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	M	Yes	Standard	HIPAA Audit logs and system logs are moved offsite regularly.
A2.13	All logs must be kept for 6 years.	M	Yes	Standard	Requirement for logs can be found in A2.21, logs must be retained in a "fail safe" configuration for 6 years. All HIPAA audit logs are never purged or deleted.
A2.14	The application must allow a human user to explicitly terminate a session. No remnants of the prior session should then remain.	M	Yes	Standard	MatrixCare employees can terminate user connections/ session remotely if malicious activity is suspected.
A2.15	Do not use Software and System Services for anything other than they are designed for.	M	Yes	Standard	MatrixCare designs and tests the system for specific use case scenarios, and provides user guides/ Help and training for customer users.
A2.16	The application Data shall be protected from unauthorized use when at rest.	M	Yes	Standard	Data at rest that is stored in MatrixCare systems is encrypted using a FIPS 140-2 compliant, storage level encryption. AES 256-bit encryption is used to encrypt backups.
A2.17	The application shall keep any sensitive Data or communications private from unauthorized individuals and programs.	M	Yes	Standard	All data in transit is sent using HTTPS, which uses Transport Layer Security (TLS), a cryptographic protocol designed to protect against eavesdropping, tampering, and message forgery.

DS

Exhibit G Attachment 1 - IT Requirements Workbook

A2.18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements.	M	Yes	Standard	See the response for Change Management below for A2.19. Also, The segregation of duties principle is enforced through data classification, role-based access to the code repository, peer code reviews, formal change review and approval procedure (with four levels of approvals required for each release), annual developer security training, and annual developer policy review. Automated processes are in place to detect tools and components that could be used for malicious purposes. Access to the source code repository requires unique credentials and multi-factor authentication (MFA). User activities are logged. Regular user access reviews are conducted. Multiple types of scans are run to identify vulnerabilities throughout the pipeline. Active Directory logs are ingested into SIEM for 24/7/365 Security Operations Center monitoring. Traceability must exist between product requirements, JIRA stories, and QA tests. Test automation is used. Build and Run books are required. Deployments are phased to staging and support environments, and then to groups of production environments.
A2.19	Utilize change management documentation and procedures.	M	Yes	Standard	Corporate change management policy and procedure are in place to ensure that change is controlled and predictable. Formal change control provides secure, reliable, and highly available services so that clients and business partners can plan accordingly. Deployment of changes to production requires four levels of approvals. Deployments are phased to staging and support environments, and then to groups of production environments. Clients are notified of version releases in advance.
A2.20	Web Services : The service provider shall use Web services exclusively to interface with the State's data in near real time when possible.	N/A	Yes	Standard	The Skilled Nursing application is a web-based service and data interfaces are available via multiple exchange mechanisms including API, SFTP.
A2.21	<p>Logs must be configured using "fail-safe" configuration. Audit logs must contain the following minimum information:</p> <ol style="list-style-type: none"> 1. User IDs (of all users who have access to the system) 2. Date and time stamps 3. Changes made to system configurations 4. Addition of new users 5. New users level of access 6. Files accessed (including users) 7. Access to systems, applications and data 8. Access trail to systems and applications (successful and unsuccessful attempts) 9. Security events 	M	Yes	Standard	Monitored activities include (not limited to) the following: User Activity Monitor Log Summary, Login Failures by Login, New Account Summary, Terminated Account Summary, Host Authentication Summary, Host Access Granted and Revoked, Account Created (Domain and Local), Account Added to Admin Group (Domain and Local), Account Disabled/Locked, Configuration Deleted/Disabled, Admin Account Password Changed, Multiple Failed Access Attempts, Multiple Object Access Failure, Multiple Passwords Modified by Different User, Brute Force Internal Authentication Failure



Exhibit G Attachment 1 - IT Requirements Workbook

TESTING REQUIREMENTS					
State Requirements					
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
APPLICATION SECURITY TESTING					
T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State's web site and its related Data assets.	M	Yes	Standard	Formal quality assurance procedures are in place leveraging automation. External auditors test to verify SOC2 compliance annually.
T1.2	The Vendor shall be responsible for providing documentation of security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request.
T1.3	Provide evidence that supports the fact that Identification and Authentication testing has been recently accomplished; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request.
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network.	M	Yes	Standard	Formal quality assurance procedures are in place leveraging automation. External auditors test to verify SOC2 compliance annually.
T1.5	Test for encryption; supports the encoding of data for security purposes, and for the ability to access the data in a decrypted format from required tools.	M	Yes	Standard	Formal quality assurance procedures are in place leveraging automation. External auditors test to verify SOC2 compliance annually.
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request.
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request.
T1.8	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request.
T1.9	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network.	M	Yes	Standard	External auditor testing results for SOC2 compliance are published annually and made available to customers upon request. User access reviews are conducted regularly leveraging automation.



Exhibit G Attachment 1 -IT Requirements Workbook

T1.10	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system.	M	Yes	Standard	Formal quality assurance procedures are in place leveraging automation. MatrixCare utilizes multiple solutions to consolidate event logs from multiple sources and to alert staff to events that may require investigation. The alerts, as well as the SIEM dashboards, are monitored by a 24x7 Security Operations Center. The monitoring engines provide drill-down capability to aid investigation. The monitoring engines provide drill-down capability to aid investigation. External auditors test to verify SOC2 compliance annually.
T1.11	Test Input Validation; ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.	M	Yes	Standard	Vulnerability scans are run monthly, and penetration testing is conducted by a third-part at least annually. External auditors test to verify SOC2 compliance annually.
T1.12	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project).	M	Yes	Standard	Vulnerability scans are run monthly, and penetration testing is conducted by a third-part at least annually. External auditors test to verify SOC2 compliance annually.
T1.13	Provide the State with validation of 3rd party security reviews performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field).	M	Yes	Standard	Third-party SOC2 audits are conducted annually (current reports are provided with this assessment). Third-party ISO-based IT Security Risk Assessment is conducted annually (evidence can be provided upon request). Vulnerability scans are run monthly, and penetration testing is conducted by a third-part at least annually (evidence can be provided upon request)
T1.14	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M	Yes	Standard	Third-party SOC2 audits are conducted annually (current reports are provided with this assessment). Third-party ISO-based IT Security Risk Assessment is conducted annually (evidence can be provided upon request). Vulnerability scans are run monthly, and penetration testing is conducted by a third-part at least annually (evidence can be provided upon request)
T1.15	Vendor shall provide documented procedure for migrating application modifications from the User Acceptance Test Environment to the Production Environment.	N/A	N/A	N/A	MatrixCare hosts the Skilled Nursing application and is responsible for migrating application modifications from the User Acceptance Test Environment to the Production Environment.
STANDARD TESTING					
T2.1	The Vendor must test the software and the system using an industry standard and State approved testing methodology.	M	Yes	Standard	Industry standard tools (SAST, DAST) and third parties are used for testing leveraging industry standards (OWASP, CVSS).
T2.2	The Vendor must perform application stress testing and tuning.	M	Yes	Standard	
T2.3	The Vendor must provide documented procedure for how to sync Production with a specific testing environment.	P	N/A	Standard	A testing environment can be made available upon request, however this is SaaS, no testing environment needed.
T2.4	The vendor must define and test disaster recovery procedures.	M	Yes	Standard	Procedures are in place in accordance with corporate policy, and are tested annually.

DS

Exhibit G Attachment 1 - IT Requirements Workbook

HOSTING-CLOUD REQUIREMENTS					
State Requirements					
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
OPERATIONS:					
H1.1	Vendor shall provide an ANSI/TIA-942 Tier-3 Data Center or equivalent. A tier 3 data center requires 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3) Concurrently maintainable site infrastructure with expected availability of 99.982%.	M	Yes	Standard	The Skilled Nursing application is hosted at Microsoft Azure data centers.
H1.2	Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M	Yes	Standard	The Skilled Nursing application is hosted at Microsoft Azure data centers. Third-party SOC2 audit is conducted annually.
H1.3	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M	Yes	Standard	The Skilled Nursing application is hosted at Microsoft Azure data centers. Third-party SOC2 audit is conducted annually. Formal vendor risk assessment is conducted annually.
H1.4	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M	Yes	Standard	Corporate Policy requires that the decision to deploy individual updates will be informed by formal risk assessment to validate the urgency and necessity of each update in view of the specific issues/products affected and compensating measures in place or available. Patches are deployed within 30 days typically, depending on the results of the risk assessment.
H1.5	Vendor shall monitor System, security, and application logs.	M	Yes	Standard	MatrixCare is responsible for monitoring syslog for the hosted-application services. The customer is responsible for monitoring the HIPAA audit logs made available to customer users within the application.
H1.6	Vendor shall manage the sharing of data resources.	M	Yes	Standard	MatrixCare is responsible for managing access for employees and agents. The customer is responsible for managing application access for customer users.
H1.7	Vendor shall manage daily backups, off-site data storage, and restore operations.	M	Yes	Standard	MatrixCare manages data backups for application data.
H1.8	The Vendor shall monitor physical hardware.	M	Yes	Standard	MatrixCare and our Managed Hosting Services Provider leverage several enterprise-scale monitoring systems to track performance and capacity at each layer of the architecture.

initial
DS

Exhibit-G Attachment 1 - IT Requirements Workbook

H1.9	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	M	Yes	Standard	
DISASTER RECOVERY					
H2.1	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	Yes	Standard	Remote-site recovery capability is in place and is tested annually. Procedures are audited annually by third-party for SOC2 compliance.
H2.2	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	Yes	Standard	Remote-site recovery capability is in place and is tested annually.
H2.3	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M	Yes	Standard	Per corporate policy. Procedures are audited annually by third-party for SOC2 compliance.
H2.4	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M	Yes	Standard	Per corporate policy. Procedures are audited annually by third-party for SOC2 compliance.
H2.5	Scheduled backups of all servers must be completed regularly. The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	Yes	Standard	Per corporate policy. Procedures are audited annually by third-party for SOC2 compliance.
H2.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	Yes	Standard	Per corporate policy. Procedures are audited annually by third-party for SOC2 compliance.
H2.7	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	M	Yes	Standard	Per corporate policy. Procedures are audited annually by third-party for SOC2 compliance.
HOSTING SECURITY					

DS

Exhibit G Attachment 1- IT Requirements Workbook

H3.1	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	Yes	Custom	Connections between the application and database servers (within the data center, behind the firewall) are not encrypted. Data is protected using a defense in depth strategy including role-based access controls, audit logging, full disk encryption, and DLP. Continuous monitoring for malware and other attacks is in place. MatrixCare leverages industry-leading Endpoint Detection and Response (EDR), Network Detection and Response (NDR), SIEM technology and Secure Operations Center services for 24x7 monitoring. System logs are moved offsite continually and event data is aggregated and correlated from multiple sources and sensors. Alerts are investigated, triaged, and resolved according to documented use cases and standard operating procedures.
H3.2	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability.	M	Yes	Standard	Annual IT Security third-party risk assessment is conducted. Annual third-party penetration testing is performed. Annual third-party IT Security audit is conducted. Annual third-party SIRP testing is conducted. Monthly vulnerability scans are run.
H3.3	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M	Yes	Standard	MatrixCare leverages industry-leading SIEM technology and Secure Operations Center services for 24x7 monitoring. System logs are moved offsite continually and event data is aggregated and correlated from multiple sources and sensors.
H3.4	Operating Systems (OS) and Databases (DB) shall be built and hardened in accordance with guidelines set forth by CIS, NIST or NSA.	M	Yes	Standard	CIS policies are in place.
SERVICE LEVEL AGREEMENT:					
H4.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard	
H4.2	The vendor shall maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard	
H4.3	The vendor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard	
H4.4	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	M	Yes	Standard	Corporate Policy requires that the decision to deploy individual updates will be informed by formal risk assessment to validate the urgency and necessity of each update in view of the specific issues/products affected and compensating measures in-place or available. Patches are deployed within 30 days typically, depending on the results of the risk assessment.

Initial
DS

Exhibit G Attachment 1 - IT Requirements Workbook

H4.5	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday through Friday EST.	M	Yes	Standard	
H4.6	The Vendor shall conform to the specific deficiency class as described: <ul style="list-style-type: none"> o Class A Deficiency - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service. 	M	Yes	Standard	
H4.7	As part of the maintenance agreement, ongoing support issues shall be responded to according to the following: <ul style="list-style-type: none"> a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; b. Class B & C Deficiencies - The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract. 	M	Yes	Custom	We strive to respond within the 2 hours mentioned for critical and high priority issues. Medium or low priority issues will have a longer response time. For Class B & C deficiencies, there is a defined response timeline for providing corrective actions within 4 hours, issues considered more minor will be addressed within 6 hours.
H4.8	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes	Standard	
H4.9	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard	
H4.11	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard	

Initial
DS

Exhibit G Attachment 1 - IT Requirements Workbook

H4.12	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard	For mission critical functionality.
H4.13	<p>The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report <i>quarterly</i> on the following:</p> <p><u>Change requests</u> implemented: Maintenance notices (e.g., for operating system patching) are proactively provided within the Skilled Nursing application as pop-up messages for users upon login. And version release notes are published proactively on the Community portal and are accessible for Glenciff users. The status for change requests submitted by Glenciff can be reviewed by Glenciff anytime in the Community portal also.</p> <p><u>Critical outages reported</u>: Incident Response - Root Cause Analysis (RCA) reports are provided on request by the customer, which will include the following: (1) Event Date/Time (2) Impact: How the issue impacted end users. (3) Resolution: How this issue was mitigated by our internal teams. (4) Prevention: How we plan to stop this from recurring.</p>	M	Yes	Custom	Some of this information is available. Additional information can be requested. A report for all cases submitted by Glenciff can be generated by MatrixCare staff in Salesforce. Or Glenciff can review their cases via the Community portal. Communication for version updates, and service packs (found on the Community portal as well) would describe the work or change content.
H4.14	The Vendor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard	

DS

Exhibit G Attachment 1 - IT Requirements Workbook

SUPPORT & MAINTENANCE REQUIREMENTS					
State Requirements					
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
SUPPORT & MAINTENANCE REQUIREMENTS					
S1.1	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	Yes	Standard	
S1.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	Yes	Standard	
S1.3	Repair Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	Yes	Standard	
S1.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday through Friday EST.	M	Yes	Standard	
S1.5	The Vendor response time for support shall conform to the specific deficiency class as described below or as agreed to by the parties: o Class A Deficiency - Software - Critical; does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M	Yes	Standard	
S1.6	The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M	Yes	Standard	



Exhibit G Attachment 1 - IT Requirements Workbook

S1.7	For all maintenance Services calls, The Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information; 6) Resolved by; 7) Identifying number i.e. work order number, 8) Issue identified by;	P	Yes	Standard	MatrixCare follows formal change management policy and procedure. Change controls are audited annually by a third-party for SOC2 compliance. The SOC2 reports are available on request.
S1.8	The Vendor must work with the State upon request to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: (1) Event Date/Time (2) Impact: How the issue impacted end users. (3) Resolution: How this issue was mitigated by our internal teams. (4) Prevention: How we plan to stop this from recurring.	P	Yes	Custom	MatrixCare follows formal procedure for incident response and root cause analysis. Much of this information is provided in the standard root cause analysis reports. Additional information can be requested.
S1.9	As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following or as agreed to by the parties: a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request; b. Class B & C Deficiencies -The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; or as agreed between the parties.	M	No	Custom	We strive to respond within the 2 hours mentioned for critical and high priority issues. Medium or low priority issues will have a longer response time. For Class B & C deficiencies, there is not a defined response timeline for providing corrective actions within 4 hours.
S1.10	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M	Yes	Standard	
S1.11	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	Yes	Standard	For mission critical functionality.
S1.12	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: All change requests implemented; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	Yes	Custom	MatrixCare follows formal change management policy and procedure. Proactive communication is provided to customers for quarterly maintenance, updates, and service packs which describe the work or change content. Additional information can be requested.

initial
DS

Exhibit G Attachment 1 - IT Requirements Workbook

S1.13	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M	Yes	Standard	
S1.14	The Vendor shall give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	Yes	Standard	
S1.15	The Vendor shall agree to use a secure FTP site provided by the State for uploading and downloading files if applicable.	M	Yes	Standard	
S1.16	The State shall provide the Vendor with a personal secure FTP site to be used by the State for uploading and downloading files if applicable.	M	Yes	Standard	
S1.17	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M	Yes	Standard	
S1.18	The Contractor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	M	Yes	Standard	

DS

Exhibit G Attachment 1 - IT Requirements Workbook

PROJECT MANAGEMENT					
State Requirements			Vendor		
Req #	Requirement Description	Criticality	Vendor Response	Delivery Method	Comments
PROJECT MANAGEMENT					
P1.1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	M	N/A	N/A	The Skilled Nursing application has already been implemented for Glenciff.

DS

DELIVERABLES / ACTIVITY / MILESTONES PRICING WORKSHEET				
	DELIVERABLE, ACTIVITY, OR MILESTONE	DELIVERABLE TYPE	PROJECTED DELIVERY DATE	PRICE
PLANNING AND PROJECT MANAGEMENT				
1	Conduct Project Kickoff Meeting	Non-Software	Seven (7) Days	Included in Subscription
2	Work Plan	Written	In-Place	Included in Subscription
3	Attestation of background check	Written	Seven (7) Days	Included in Subscription
4	Project Status Reports	Written	Upon Request	Included in Subscription
5	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	In-Place	Included in Subscription
6	Information Security Plan (ISP)	Written	In-Place	Included in Subscription
7	Communications and Change Management Plan	Written	In-Place	Included in Subscription
8	Software Configuration Plan	Written	In-Place	Included in Subscription
9	Systems Interface Plan and Design/Capability	Written	In-Place	Included in Subscription
10	Testing Plan	Written	In-Place	Included in Subscription
11	Data Conversion Plan and Design	Written	In-Place	Included in Subscription
12	Deployment Plan	Written	In-Place	Included in Subscription
13	Comprehensive Training Plan and Curriculum	Written	In-Place	Included in Subscription
14	End User Support Plan	Written	In-Place	Included in Subscription

initial
DS

15	Business Continuity Plan	Written	In-Place	Included in Subscription
16	Documentation of Operational Procedures	Written	In-Place	Included in Subscription
17	Bring Your Own Device (BYOD) Security Plan (if applicable)	Written	N/A	Included in Subscription
18	Data Protection Impact Assessment (DPIA)	Written	In-Place	Included in Subscription
19	Systems Security Plan (SSP) (the SSP shall include security requirements of the system and describe the controls in place, or planned, for meeting those requirements. The SSP shall also delineates responsibilities and expected behavior of all individuals who access the system)	Written	In-Place	Included in Subscription
20	Disaster Recovery Plan (DRP)	Written	In-Place	Included in Subscription
INSTALLATION				
21	Provide Software Licenses if needed	Written	Included in Subscription	Included in Subscription
22	Provide Fully Tested Data Conversion Software	Software	In-Place	Included in Subscription
23	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	In-Place, State Requirements Outlined In Supporting Documentation	Included in Subscription
TESTING				
24	Conduct Integration Testing	Non-Software	Upon Request	Included in Subscription
25	Conduct User Acceptance Testing	Non-Software	Upon Request	Included in Subscription
26	Perform Production Tests	Non-Software	Upon Request	Included in Subscription

Initial
DS

27	Test In-Bound and Out-Bound Interfaces	Software	Upon Request	Included in Subscription
28	Conduct System Performance (Load/Stress) Testing	Non-Software	Upon Request	Included in Subscription
29	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	Non-Software	Upon Request	Included in Subscription
30	Security Risk Assessment (SRA) Report (if PII is part of the Contract, the SRA shall include a Privacy Impact Assessment (PIA) if BYOD (if personal devices have been approved by DHHS Information Security to use, then the SRA shall include a BYOD section)	Written	Upon Request	Included in Subscription
31	Security Authorization Package	Written	In-Place	Included in Subscription
SYSTEM DEPLOYMENT				
32	Converted Data Loaded into Production Environment	Software	In-Place	Included in Subscription
33	Provide Tools for Backup and Recovery of all Applications and Data	Software	In-Place	Included in Subscription
34	Conduct Training	Non-Software	Upon Request	Included in Subscription
35	Cutover to New Software	Non-Software	In-Place	Included in Subscription
36	Provide Documentation	Written	Upon Request	Included in Subscription
37	Execute System Security Plan	Non-Software	In-Place, Modifications available upon request	Included in Subscription
OPERATIONS				
38	Ongoing Hosting Support	Non-Software	7/1/2024 – 6/30/2029	Included in Subscription

Initial
DS

39	Ongoing Support & Maintenance	Software	7/1/2024 - 6/30/2029	Included in Subscription
40	Conduct Project Exit Meeting	Non-Software	Upon Request	Included in Subscription
41	Contract End of Life Transition	Non-Software	Upon Request	Included in Subscription
TOTAL				\$50,376

Initial
DS

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 MATRIXCARE, INC. is a Delaware Profit Corporation registered to transact business in New Hampshire on October 24, 2013. 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: 699472

Certificate Number: 0006725979



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 June 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: 2/25/2025
 Effective Date: 2/25/2025
 Business ID: 699472
 David M. Scanlan
 Secretary of State

BUSINESS NAME: MATRIXCARE, INC.
BUSINESS TYPE: Foreign Profit Corporation
BUSINESS ID: 699472
STATE OF INCORPORATION: Delaware

PREVIOUS PRINCIPAL OFFICE ADDRESS	PREVIOUS MAILING ADDRESS
1550 American Blvd E FL 9 Bloomington, MN, 55425, USA	1550 American Blvd E FL 9 Bloomington, MN, 55425, USA

NEW PRINCIPAL OFFICE ADDRESS	NEW MAILING ADDRESS
1550 American Blvd. East 9th Floor Bloomington, MN, 55425, USA	1550 American Blvd. East 9th Floor Bloomington, MN, 55425, USA

REGISTERED AGENT AND OFFICE	
REGISTERED AGENT: CORPORATION SERVICE COMPANY (150560)	
REGISTERED AGENT OFFICE ADDRESS: 10 Ferry Street S313 Concord, NH, 03301, USA	

PRINCIPAL PURPOSE(S)	
NAICS CODE	NAICS SUB CODE
OTHER / Provider of software to long-term care facilities.	

OFFICER / DIRECTOR INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
Bobby Ghoshal	9001 Spectrum Center Blvd, San Diego, CA, 92123, USA	President
Eugene Kim	1550 American Blvd. East, 9th Floor, Bloomington, MN, 55425, USA	Secretary
Doug Brandberg	125 Technology Parkway, Peachtree Corners, GA, 30092, USA	Treasurer
Hemanth Reddy	9001 Spectrum Center Blvd., San Diego, CA, 92123, USA	Director
Bobby Ghoshal	9001 Spectrum Center Blvd, San Diego, CA, 92123, USA	Director
Michael J. Rider	9001 Spectrum Center Blvd Suite 420, San Diego, CA, 92123, 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: Eugene Kim
 Name of Signer: Eugene Kim

CERTIFICATE OF AUTHORITY

I, Eugene Kim, hereby certify that:

(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

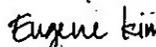
1. I am a duly elected Clerk/Secretary/Officer of MatrixCare, Inc. (Corporation/LLC Name)

2. MatrixCare's Delegation of Authority (January 4, 2021) states that: David Shepard (Name of Contract Signatory) is duly authorized on behalf of MatrixCare, 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 Delegation of Authority 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: 08-Apr-2025 | 11:54 EDT

Signed by:



Signature of Elected Officer

Name: Eugene Kim

Title: Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/2/2024

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

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

PRODUCER
Marsh & McLennan Agency LLC
Marsh & McLennan Ins. Agency LLC
PO Box 85638
San Diego CA 92186

CONTACT NAME: Dana Shaffer
PHONE (AC No. Ext.): 858-242-5762 **FAX (AC No.):** 858-529-2662
E-MAIL ADDRESS: Dana.Shaffer@MarshMMA.com

INSURED
MatrixCare Inc.
1550 American Blvd., East 8th and 9th Floor.
Bloomington, MN 55425-0000

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Federal Insurance Company	20281
INSURER B:	Travelers Property Casualty Co of Amer	25674
INSURER C:	Lloyd's Syndicate 3623	99999
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 1386469761 **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 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		Y	35839057	12/1/2024	12/1/2025	EACH OCCURRENCE: \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence): \$1,000,000 MED EXP (Any one person): \$10,000 PERSONAL & ADV INJURY: \$1,000,000 GENERAL AGGREGATE: \$2,000,000 PRODUCTS - COMP/OP AGG: \$ Excluded
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY		N	70211342	12/1/2024	12/1/2025	COMBINED SINGLE LIMIT (Ea accident): \$1,000,000 BODILY INJURY (Per person): \$1,000,000 BODILY INJURY (Per accident): \$1,000,000 PROPERTY DAMAGE (Per accident): \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED: \$ RETENTION: \$		N	78838370	12/1/2024	12/1/2025	EACH OCCURRENCE: \$20,000,000 AGGREGATE: \$20,000,000
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N	UB7H516616	12/2/2024	12/2/2025	<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
C	<input checked="" type="checkbox"/> Cyber/Tech E&O Products Lib. Claims Made		N	W33FF3240301 70211343	12/12/2024 12/1/2024	12/12/2025 12/1/2025	\$10,000,000 Occ/Agg \$5,000,000 Occ/Agg Ded: \$250k Occ Ded: \$1.25M AGG

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required):
NH DHHS is included as additional insured per the attached. Coverage is primary and non-contributory. Waiver of subrogation applies.

<p>CERTIFICATE HOLDER</p> <p>NH DHHS 129 Pleasant Street Concord NH 03301-0000</p>	<p>CANCELLATION</p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE <i>Dana Shaffer</i></p>
---	---